

STIC Database Tracking Number:

To: Justin Pats
Location: Knox 5B7
Art Unit: 3623
Date: August 14, 2009
Case Serial Number: 09/690,566

From: Caryn Wesner-Early
Location: EIC3600, Knox 4C29
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caryn.wesner-early@uspto.gov

Search Notes

Dear Examiner Pats:

Please find attached the results of your search for the above-referenced case. The search was conducted in the template files.

I have listed references of *potential* interest in the first part of the search results. However, please be sure to scan through the entire report. There may be additional references that you might find useful.

If you have any questions about the search, or need a refocus, please do not hesitate to contact me.

Thank you for using the EIC, and we look forward to your next search!

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EIC 3600, US Patent & Trademark Office
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I. References of Potential Interest

A. Dialog

22/3,K/4 (Item 4 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01613806 02-64795

The relative importance of logistics and marketing customer service: A strategic perspective

Emerson, Carol J; Grimm, Curtis M

Journal of Business Logistics v19n1 PP: 17-32 1998

ISSN: 0735-3766 JRNL CODE: JBL

WORD COUNT: 5639

...TEXT: greater importance of the item. The eight items included four from logistics (percentage of order filled, order cycle-time consistency, accuracy of orders shipped, and order status information) and four from marketing (terms of...

...representing marketing customer service were subtracted from the sum of the four items representing logistics customer service. Thus, when the resulting coefficient is positive, logistics customer service is greater than marketing customer service. When the coefficient is negative, marketing customer service is greater than logistics customer service. This number was used as the dependent variable in equation 1. Table I provides the average point distribution across the eight customer service elements.

II. Inventor Search Results from Dialog

? show files;ds;cost;logoff hold

File 471: New York Times Fulltext 1980-2009/Aug 14

(c) 2009 The New York Times

File 583: Gale Group Globalbase(TM) 1986-2002/Dec 13

(c) 2002 Gale/Cengage

File 474: New York Times Abs 1969-2009/Aug 14

(c) 2009 The New York Times

File 475: Wall Street Journal Abs 1973-2009/Aug 14

(c) 2009 The New York Times

File 35: Dissertation Abs Online 1861-2009/Jul

(c) 2009 ProQuest Info&Learning

File 65: Inside Conferences 1993-2009/Aug 14

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File 99: Wilson Appl. Sci & Tech Abs 1983-2009/Jul

(c) 2009 The HW Wilson Co.

File 256: TecTrends 1982-2009/Aug W2

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File 14: Mechanical and Transport Engineer Abstract 1966-2009/Aug

(c) 2009 CSA.

File 6: NTIS 1964-2009/Aug W4

(c) 2009 NTIS, Intl Cpyrght All Rights Res

File 8: Ei Compendex(R) 1884-2009/Aug W1

(c) 2009 Elsevier Eng. Info. Inc.

File 2: INSPEC 1898-2009/Aug W2

(c) 2009 The IET

File 34: SciSearch(R) Cited Ref Sci 1990-2009/Aug W2

(c) 2009 The Thomson Corp

File 434: SciSearch(R) Cited Ref Sci 1974-1989/Dec

(c) 2006 The Thomson Corp

File 7: Social SciSearch(R) 1972-2009/Aug W2

(c) 2009 The Thomson Corp

File 634: San Jose Mercury Jun 1985-2009/Aug 07

(c) 2009 San Jose Mercury News

File 610: Business Wire 1999-2009/Aug 14

(c) 2009 Business Wire.

File 613: PR Newswire 1999-2009/Aug 14

(c) 2009 PR Newswire Association Inc

File 810: Business Wire 1986-1999/Feb 28

(c) 1999 Business Wire

File 813: PR Newswire 1987-1999/Apr 30

(c) 1999 PR Newswire Association Inc

File 20: Dialog Global Reporter 1997-2009/Aug 14

(c) 2009 Dialog

File 996: Newsroom 2000-2003

(c) 2008 Dialog

File 75:TGG Management Contents(R) 86-2009/Jul W2
(c) 2009 Gale/Cengage
File 9:Business & Industry(R) Jul/1994-2009/Aug 11
(c) 2009 Gale/Cengage
File 13:BAMP 2009/Aug 11
(c) 2009 Gale/Cengage
File 15:ABI/Inform(R) 1971-2009/Aug 13
(c) 2009 ProQuest Info&Learning
File 16:Gale Group PROMT(R) 1990-2009/Jul 22
(c) 2009 Gale/Cengage
File 148:Gale Group Trade & Industry DB 1976-2009/Jul 29
(c) 2009 Gale/Cengage
File 160:Gale Group PROMT(R) 1972-1989
(c) 1999 The Gale Group
File 275:Gale Group Computer DB(TM) 1983-2009/Jul 16
(c) 2009 Gale/Cengage
File 621:Gale Group New Prod.Annou.(R) 1985-2009/Jul 06
(c) 2009 Gale/Cengage
File 636:Gale Group Newsletter DB(TM) 1987-2009/Jul 22
(c) 2009 Gale/Cengage
File 624:McGraw-Hill Publications 1985-2009/Aug 14
(c) 2009 McGraw-Hill Co. Inc
File 120:U.S. Copyrights 1978-2009/Aug 11
(c) format only 2009 Dialog
File 426:LCMARC-Books 1968-2009/Aug W2
(c) format only 2009 Dialog
File 430:British Books in Print 2007/Jan W3
(c) 2007 J. Whitaker & Sons Ltd.
File 483:Newspaper Abs Daily 1986-2009/Aug 14
(c) 2009 ProQuest Info&Learning
File 347:JAPIO Dec 1976-2009/Mar(Updated 090708)
(c) 2009 JPO & JAPIO
File 348:EUROPEAN PATENTS 1978-200933
(c) 2009 European Patent Office
File 349:PCT FULLTEXT 1979-2009/UB= 20090806| UT= 20090730
(c) 2009 WIPO/Thomson
File 350:Derwent WPIX 1963-2009/UD= 200950
(c) 2009 Thomson Reuters
File 371:French Patents 1961-2002/BOPI 200209
(c) 2002 INPI. All rts. reserv.

Set Items Description

S1 1569 AU= (LILLY, M? OR LILLY M? OR LILLY(2N)(MICHAEL OR MIKE) OR LONGMIRE, M? OR LONGMIRE M? OR LONGMIRE(2N)MARK OR CARIGNAN, - R? OR CARIGNAN R? OR CARIGNAN(2N)(RICHARD OR RICH OR RICK OR - DICK))
S2 61 S1 FROM 347,348,349,350,371
S3 3 (((AFTER OR POST)))(SALE? ? OR PURCHASE) OR PURCHASER OR P-

PURCHASERS OR BUYER OR BUYERS OR CONSUMER OR CONSUMERS OR SUBS-
 CRIBER OR SUBSCRIBERS OR CLIENT OR CLIENTS OR CUSTOMER OR CUS-
 TOMERS OR TECHNICAL OR USER OR USERS)() (SERVICE? ? OR SUPPORT
 OR CARE OR ASSIST??? OR ASSISTANCE OR HELP))
 S4 3 S2 AND (S3 OR ASCC)
 S5 41 LATE OR DELINQUENT OR TARDY OR UNMET OR UNFILLED OR UNFUL-
 FILLED OR (UN OR "NOT" OR NON)() (DELIVERED OR FULFILLED OR FIL-
 LED OR MET OR COMPLETED) OR UNDELIVERED OR UNCOMPLETED OR OVE-
 RDUE OR (OVER OR PAST)(1W) (DUE OR DEADLINE? ? OR DEAD() LINE? -
 ?) OR DELAY?? OR LAG OR TIMELAG OR SLOW OR PEND
 S6 8 S2 AND S5
 S7 9 S4 OR S6
 S8 9 IDPAT (sorted in duplicate/non-duplicate order)
 S9 8 IDPAT (primary/non-duplicate records only)
 S10 1508 S1 NOT S2
 S11 33 S10 AND (S3 OR S5)
 S12 0 S11(S) (FORMULA OR FORMULAS OR FORMULAE OR ALGOR?THM?? OR E-
 QUATION OR EQUATIONS OR COMPUTATION OR COMPUTATIONS OR CALCUL-
 ATION OR CALCULATIONS)
 S13 18 S11 NOT (PY> 2000 OR PD= 20001018:20001231)
 S14 17 RD (unique items)
 S15 25 S9 OR S14

15/AA,AN,AZ,TI/1 (Item 1 from file: 8)
 DIALOG(R)File 8:(c) 2009 Elsevier Eng. Info. Inc. All rts. reserv.

0012812741 E.I. COMPENDEX No: 1992020417643
 Mechanisms involved in the restitution of blood volume and plasma protein
 after hemorrhage as assessed experimentally and with a mathematical model

15/AA,AN,AZ,TI/2 (Item 2 from file: 8)
 DIALOG(R)File 8:(c) 2009 Elsevier Eng. Info. Inc. All rts. reserv.

0012662168 E.I. COMPENDEX No: 1992100559297
 Influence of dissolved oxygen tension on the synthesis of catechol
 1,2-dioxygenase by *Pseudomonas putida*

15/AA,AN,AZ,TI/3 (Item 3 from file: 8)
 DIALOG(R)File 8:(c) 2009 Elsevier Eng. Info. Inc. All rts. reserv.

0012464747 E.I. COMPENDEX No: 1991080224784
 Development of a large-scale continuous substrate feed process for the
 biotransformation of simvastatin by *Nocardia* s.p.

15/AA,AN,AZ,TI/4 (Item 4 from file: 8)
DIALOG(R)File 8:(c) 2009 Elsevier Eng. Info. Inc. All rts. reserv.

0011918696 E.I. COMPENDEX No: 1987080125543
Enzymic interesterification of fats: Laboratory and pilot-scale studies
with immobilized lipase from Rhizopus arrhizus

15/AA,AN,AZ,TI/5 (Item 1 from file: 2)
DIALOG(R)File 2:(c) 2009 The IET. All rts. reserv.

05940432
Title: The legacy of D&D: real progress os continued deferral?
Book Title: Technology and Programs for Radioactive Waste Management and
Environmental Restoration, WM '93

15/AA,AN,AZ,TI/6 (Item 1 from file: 34)
DIALOG(R)File 34:(c) 2009 The Thomson Corp. All rts. reserv.

08251243
Title: Arterial reconstruction with deep leg veins for the treatment of mycotic aneurysms

15/AA,AN,AZ,TI/7 (Item 2 from file: 34)
DIALOG(R)File 34:(c) 2009 The Thomson Corp. All rts. reserv.

07841713
Title: The PIM-1 serine kinase prolongs survival and inhibits apoptosis-related
mitochondrial dysfunction in part through a bcl-2-dependent pathway

15/AA,AN,AZ,TI/8 (Item 3 from file: 34)
DIALOG(R)File 34:(c) 2009 The Thomson Corp. All rts. reserv.

07416294
Title: Surgically confirmed incorporation of a chronically retained
neurointerventional microcatheter in the carotid artery

15/AA,AN,AZ,TI/9 (Item 4 from file: 34)
DIALOG(R)File 34:(c) 2009 The Thomson Corp. All rts. reserv.

06596126
Title: Cell cycle control of chorion gene amplification

15/AA,AN,AZ,TI/10 (Item 5 from file: 34)

DIALOG(R) File 34:(c) 2009 The Thomson Corp. All rts. reserv.

05594763

Title: Magnetic resonance imaging in relation to functional outcome of
pediatric closed head injury: A test of the Ommaya-Gennarelli model

15/AA,AN,AZ, TI/11 (Item 6 from file: 34)

DIALOG(R) File 34:(c) 2009 The Thomson Corp. All rts. reserv.

05260718

Title: THE DROSOPHILA ENDOCYCLE IS CONTROLLED BY CYCLIN E AND LACKS A
CHECKPOINT ENSURING S-PHASE COMPLETION

15/AA,AN,AZ, TI/12 (Item 7 from file: 34)

DIALOG(R) File 34:(c) 2009 The Thomson Corp. All rts. reserv.

03843679

Title: OXYGEN-TRANSFER MEASUREMENTS DURING YEAST FERMENTATIONS IN A
PILOT-SCALE AIRLIFT FERMENTER

15/AA,AN,AZ, TI/13 (Item 8 from file: 34)

DIALOG(R) File 34:(c) 2009 The Thomson Corp. All rts. reserv.

02929251

Title: DISSOCIATION BETWEEN DELAYED ALTERNATION AND MEMORY AFTER
PEDIATRIC HEAD-INJURY - RELATIONSHIP TO MRI FINDINGS

15/AA,AN,AZ, TI/14 (Item 9 from file: 34)

DIALOG(R) File 34:(c) 2009 The Thomson Corp. All rts. reserv.

02181530

Title: EFFECT OF GRANULOCYTE-MACROPHAGE COLONY-STIMULATING FACTOR AND
INTERLEUKIN-3 ON INTERLEUKIN-8 PRODUCTION BY HUMAN NEUTROPHILS AND
MONOCYTES

15/AA,AN,AZ, TI/15 (Item 10 from file: 34)

DIALOG(R) File 34:(c) 2009 The Thomson Corp. All rts. reserv.

02171629

Title: LATE MRI AFTER HEAD-INJURY IN CHILDREN - RELATIONSHIP TO
CLINICAL-FEATURES AND OUTCOME

15/AA,AN,AZ, TI/16 (Item 11 from file: 34)
DIALOG(R)File 34:(c) 2009 The Thomson Corp. All rts. reserv.

01897886

Title: SALINE RESUSCITATION AFTER FIXED-VOLUME HEMORRHAGE - ROLE OF
RESUSCITATION VOLUME AND RATE OF INFUSION

15/AA,AN,AZ, TI/17 (Item 12 from file: 34)
DIALOG(R)File 34:(c) 2009 The Thomson Corp. All rts. reserv.

00953319

Title: DEVELOPMENT OF A LARGE-SCALE CONTINUOUS SUBSTRATE FEED PROCESS FOR
THE BIOTRANSFORMATION OF SIMVASTATIN BY NOCARDIA SP

15/AA,AN,AZ, TI/18 (Item 1 from file: 348)
DIALOG(R)File 348:(c) 2009 European Patent Office. All rts. reserv.

01344978

NOVEL COMPOUNDS

NEUE VERBINDUNGEN

NOUVEAUX COMPOSES

APPLICATION (CC, No, Date): EP 2001908557 010223; WO 2001SE403 010223

PRIORITY (CC, No, Date): SE 00620 000225; SE 002234 000614; SE 003979 001031

15/AA,AN,AZ, TI/19 (Item 2 from file: 348)
DIALOG(R)File 348:(c) 2009 European Patent Office. All rts. reserv.

00879378

Novel N-substituted alpha aminoacid amides as calcium channel modulators

Neue N-substituierte alpha Aminosäureamide als Calciumkanal-Modulatoren

Nouveaux amides d'alpha-aminoacide comme modulateurs des canaux de calcium

APPLICATION (CC, No, Date): EP 97302997 970501;

PRIORITY (CC, No, Date): GB 9609299 960503; GB 9706302 970326

15/AA,AN,AZ, TI/20 (Item 1 from file: 349)
DIALOG(R)File 349:(c) 2009 WIPO/Thomson. All rts. reserv.

01746432

VIRAL POLYMERASE INHIBITORS

INHIBITEURS DE POLYMERASES VIRALES

Application: WO 2008AU714 20080521 (PCT/WO AU2008000714)

15/AA,AN,AZ, TI/21 (Item 2 from file: 349)

DIALOG(R) File 349:(c) 2009 WIPO/Thomson. All rts. reserv.

01233633

SYSTEM AND METHOD FOR OPTIMIZING EQUIPMENT SCHEDULES
SYSTEME ET PROCEDE DESTINES A OPTIMISER DES PROGRAMMES DE GESTION DE
MATERIEL

Application: WO 2004US28214 20040831 (PCT/WO US04028214)

15/AA,AN,AZ,TI/22 (Item 3 from file: 349)

DIALOG(R) File 349:(c) 2009 WIPO/Thomson. All rts. reserv.

01093615

NON-IMAGING TRACKING TOOLS AND METHOD FOR HIP REPLACEMENT SURGERY
OUTILS DE LOCALISATION SANS IMAGERIE ET PROCEDE CHIRURGICAL DE
REPLACEMENT DE HANCHE

Application: WO 2003US24991 20030808 (PCT/WO US03024991)

15/AA,AN,AZ,TI/23 (Item 4 from file: 349)

DIALOG(R) File 349:(c) 2009 WIPO/Thomson. All rts. reserv.

00560557

METHOD FOR THROUGHPUT MEASUREMENT
METHODE DE MESURE DE PRODUCTION

Application: WO 99US24514 19991020 (PCT/WO US9924514)

15/AA,AN,AZ,TI/24 (Item 1 from file: 350)

DIALOG(R) File 350:(c) 2009 Thomson Reuters. All rts. reserv.

0014692228

WPI ACC NO: 2005-039817/

Staffs scheduling method in e.g. industry, involves optimizing initial
schedule based on staff selected strategies

Original Titles:

System and method for preference scheduling of staffing resources
SYSTEME ET PROCEDE DE PROGRAMMATION PAR PREFERENCES DE RESSOURCES DE
DOTATION EN PERSONNEL

Local Applications (No Type Date): WO 2004US16378 A 20040525; US
2003473200 P 20030527; US 2004852435 A 20040525

Priority Applications (no., kind, date): US 2003473200 P 20030527; US
2004852435 A 20040525

15/AA,AN,AZ,TI/25 (Item 2 from file: 350)

DIALOG(R) File 350:(c) 2009 Thomson Reuters. All rts. reserv.

0012969193

WPI ACC NO: 2003-046475/

Medical prescription service provision method involves generating personalized physician-specific prescription using received formulary

Original Titles:

Method and apparatus for personalized medical prescription services

Local Applications (No Type Date): US 2000246826 P 20001108; US 20015695

A 20011107

Priority Applications (no., kind, date): US 2000246826 P 20001108; US

20015695 A 20011107

15/3,K/21 (Item 2 from file: 349)
DIALOG(R) File 349: PCT FULLTEXT
(c) 2009 WIPO/Thomson. All rts. reserv.

01233633 **Image available**

SYSTEM AND METHOD FOR OPTIMIZING EQUIPMENT SCHEDULES
SYSTEME ET PROCEDE DESTINES A OPTIMISER DES PROGRAMMES DE GESTION DE
MATERIEL

Patent Applicant/Assignee:

PLANMATICS INC, 1375 Piccard Drive, Suite 225, Rockville, MA 20850, US,
US (Residence), US (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

DESILVA Anura H, 6817 Bradley Blvd., Bethesda, MA 20817, US, US
(Residence), US (Nationality), (Designated only for: US)

BARD Jonathan F, 6009 Mesa Drive, Austin, TX 78731, US, US (Residence),
US (Nationality), (Designated only for: US)

CARI GNAN Robert,

15/3,K/23 (Item 4 from file: 349)
DIALOG(R) File 349: PCT FULLTEXT
(c) 2009 WIPO/Thomson. All rts. reserv.

00560557

METHOD FOR THROUGHPUT MEASUREMENT
METHODE DE MESURE DE PRODUCTION

Patent Applicant/Assignee:

LILLY SOFTWARE ASSOCIATES INC,

Inventor(s):

LILLY Michael P,

LILLY Richard T,

MAGLIO Frank G,

LONGMIRE Mark A,

BARKER Bruce W,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200023930 A1 20000427 (WO 0023930)

Application: WO 99US24514 19991020 (PCT/WO US9924514)

Priority Application: US 98105129 19981021

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AU CA AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

Publication Language: English

Fulltext Word Count: 8473

Fulltext Availability:

Detailed Description

... interface, referred to as the Throughput Window 5, allows the user to

select inquiries for Customer Service Impact Inquiry 18,

Contention Inquiry 19, Material Constraint Inquiry 20, Utilization

Inquiry 21, Actual Throughput...reason. A third tool, a material constraint inquiry, determines the item causing the most material delay during a specified time period. In one embodiment, each of these three inquiries can be...

...measured by the amount of displacement caused by contention for that resource, that is the delay that is caused by the contention.

15/3,K/24 (Item 1 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2009 Thomson Reuters. All rts. reserv.

0014692228 - Drawing available
WPI ACC NO: 2005-039817/200504
XRPX Acc No: N2005-034695

Staffs scheduling method in e.g. industry, involves optimizing initial schedule based on staff selected strategies

Patent Assignee: BARD J F (BARD-I); CARIGNAN R (CARI-I); DESILVA A H (DESI-I); JAYAWARDENA S N (JAYA-I); KARABULUT G M (KARA-I); OZDEMIR S (OZDE-I); PLANMATICS INC (PLAN-N); PURNOMO H W (PURN-I); SHARMA A (SHAR-I); YAKIMOVICH D (YAKI-I)

Inventor: BARD J F; CARIGNAN R; DESILVA A H; JAYAWARDENA S N; KARABULUT G M; OZDEMIR S; PURNOMO H W; SHARMA A; YAKIMOVICH D
Patent Family (2 patents, 106 countries)

Patent Application

Number	Kind	Date	Number	Kind	Date	Update
WO 2004107119	A2	20041209	WO 2004US16378	A	20040525	200504 B
US 20050004828	A1	20050106	US 2003473200	P	20030527	200504 E
			US 2004852435	A	20040525	

Priority Applications (no., kind, date): US 2003473200 P 20030527; US 2004852435 A 20040525

Patent Details

Number	Kind	Lan	Pg	Dwg	Filing	Notes
WO 2004107119	A2	EN	38	10		

National Designated States,Original: AE AG AL AM AT AU AZ BA BB BG BR BW BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EC EE EG ES FI GB GD GE GH GM GR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NA NI NO NZ OM PG PH PL PT RO RU SC SD SE SG SK SL SY TJ TM TN TR TT TZ UA UG US UZ VC VN YU ZA ZM ZW

Regional Designated States,Original: AT BE BG BW CH CY CZ DE DK EA EE ES FI FR GB GH GM GR HU IE IT KE LS LU MC MW MZ NA NL OA PL PT RO SD SE SI SK SL SZ TR TZ UG ZM ZW

US 20050004828 A1 EN Related to Provisional US 2003473200

...Inventor: Carignan, Robert

III. Text Search Results from Dialog

A. Patent Files, Abstract

? show files;ds;cost;logoff hold

File 347:JAPIO Dec 1976-2009/Mar(Updated 090708)

(c) 2009 JPO & JAPIO

File 350:Derwent WPIX 1963-2009/UD= 200950

(c) 2009 Thomson Reuters

File 371:French Patents 1961-2002/BOPI 200209

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Set	Items	Description
S1	20944	((AFTER OR POST))((SALE? ? OR PURCHASE) OR PURCHASER OR PURCHASERS OR BUYER OR BUYERS OR CONSUMER OR CONSUMERS OR SUBSCRIBER OR SUBSCRIBERS OR CLIENT OR CLIENTS OR CUSTOMER OR CUSTOMERS OR TECHNICAL OR USER OR USERS)((SERVICE? ? OR SUPPORT OR CARE OR ASSIST??? OR ASSISTANCE OR HELP))
S2	20944	((AFTER OR POST))((SALE? ? OR PURCHASE) OR PURCHASER OR PURCHASERS OR BUYER OR BUYERS OR CONSUMER OR CONSUMERS OR SUBSCRIBER OR SUBSCRIBERS OR CLIENT OR CLIENTS OR CUSTOMER OR CUSTOMERS OR TECHNICAL OR USER OR USERS)((SERVICE? ? OR SUPPORT OR CARE OR ASSIST??? OR ASSISTANCE OR HELP))
S3	3909	IMPACT OR EFFECT OR AFFECT??? OR EFFECTIVENESS OR INFLUENCE??? OR CONSEQUENCE??? OR EFFECTUALITY OR EFFECTUALNESS OR EFFICACIOUSNESS OR EFFICACY OR RESULT??? OR ROI OR SEQUEL?? OR INFLUENCE OR CONSEQUENCES OR OUTCOME OR OUTCOMES
S4	983	FORMULA OR FORMULAS OR FORMULAE OR ALGOR?THM?? OR EQUATION OR EQUATIONS OR COMPUTATION OR COMPUTATIONS OR CALCULATION OR CALCULATIONS
S5	18049	ORDER OR ORDERS OR SERVICE OR SERVICES OR TASK OR TASKS OR JOB OR JOBS OR GOAL OR GOALS OR ASSIGNMENT OR ASSIGNMENTS OR PROJECT OR PROJECTS OR OBJECTIVE OR OBJECTIVES OR PRODUCT OR PRODUCTS OR FUNCTION OR FUNCTIONS OR PRODUCTION
S6	550	LATE OR DELINQUENT OR TARDY OR UNMET OR UNFILLED OR UNFULFILLED OR (UN OR "NOT" OR NON)((DELIVERED OR FULFILLED OR FILLED OR MET OR COMPLETED) OR UNDELIVERED OR UNCOMPLETED OR OVERDUE OR (OVER OR PAST)(1W)(DUE OR DEADLINE? ? OR DEAD()LINE? - ?) OR DELAY?? OR LAG OR TIMELAG OR SLOW OR PEND
S7	6062	TIME OR TIMEFRAME OR DATE OR DAY OR TIMETABLE OR SCHEDULE - OR SCHEDULED
S8	4242	DUE OR FINISH??? OR DELIVERED OR FULFILLED OR FILLED OR MET OR COMPLETE OR COMPLETED OR COMPLETION OR DELIVERY OR DELIVERED OR ACCOMPLISHED OR FINAL?ED OR DONE
S9	4547	VALUE OR COST OR PRICE OR VALUATION OR WORTH OR CHARGE OR -

CHARGES OR EXPENSE

S10	303	DEADLINE OR DEAD()LINE OR (S7(2N)S8)
S11	400	S2(5N)S3
S12	141	S5(3N)S6
S13	0	S9(10N)S10(10N)S12
S14	0	S4(5N)S13
S15	0	S11(S)S14
S16	7	S4(10N)S11
S17	82	S2(S)S3(S)S4
S18	0	S17(S)(S5(S)S6(S)S9(S)S10)
S19	819	S6 OR S10
S20	6	S17(S)S19
S21	2	S4 AND S11 AND S19
S22	14	S16 OR S20 OR S21
S23	14	IDPAT (sorted in duplicate/non-duplicate order)
S24	14	IDPAT (primary/non-duplicate records only)

24/AN,AZ,TI/1 (Item 1 from file: 350)
 DIALOG(R)File 350:(c) 2009 Thomson Reuters. All rts. reserv.

0018354439

Computerized technical advisory system for radiological emergency situation in nuclear power plant, has central control center which receives accident information, weather information and environmental information

Original Titles:

COMPUTERIZED TECHNICAL ADVISORY SYSTEM FOR A RADIOLOGICAL EMERGENCY SITUATION, ENABLING USERS TO MONITOR THE EMERGENCY SITUATION USING A WEB SITE

Local Applications (No Type Date): KR 200666963 A 20060718; KR 200666963 A 20060718

Priority Applications (no., kind, date): KR 200666963 A 20060718

24/AN,AZ,TI/2 (Item 2 from file: 350)
 DIALOG(R)File 350:(c) 2009 Thomson Reuters. All rts. reserv.

0018178337

Layered dynamic simulation realization method for broad band mobile communication network, involves connecting layered discrete event driving module with other modules, and performing layered transmitting processing to message

Original Titles:

Layered dynamic simulation realization method of broad band mobile communication network capability

Local Applications (No Type Date): CN 200710063454 A 20070201

Priority Applications (no., kind, date): CN 200710063454 A 20070201

24/AN,AZ,TI/3 (Item 3 from file: 350)
DIALOG(R)File 350:(c) 2009 Thomson Reuters. All rts. reserv.

0017877557

Customer's call routing method for e.g. manual dialog of customer service call system, involves comparing results of calculation to threshold wait index, and routing call to manual dialog based on results of comparison

Local Applications (No Type Date): US 2002190145 A 20020705; US
2004948507 A 20040923; US 2006539832 A 20061009; US 200827091 A 20080206
Priority Applications (no., kind, date): US 2002190145 A 20020705; US
2004948507 A 20040923; US 2006539832 A 20061009; US 200827091 A 20080206

24/AN,AZ,TI/4 (Item 4 from file: 350)
DIALOG(R)File 350:(c) 2009 Thomson Reuters. All rts. reserv.

0017387644

A method of multi-user for scheduling in multi-antenna system based on satisfaction degree

Original Titles:

A method of multi-user for scheduling in multi-antenna system based on satisfaction degree

Local Applications (No Type Date): CN 200710019470 A 20070126
Priority Applications (no., kind, date): CN 200710019470 A 20070126

24/AN,AZ,TI/5 (Item 5 from file: 350)
DIALOG(R)File 350:(c) 2009 Thomson Reuters. All rts. reserv.

0016515500

Data stream's database implementing method for use in structured query language type query system, involves receiving database query concerning stream of data, and responding by using equation to calculate response

Original Titles:

Technique for implementing database queries for data streams using a curved fitting based approach

Local Applications (No Type Date): US 2005231095 A 20050920
Priority Applications (no., kind, date): US 2005231095 A 20050920

24/AN,AZ,TI/6 (Item 6 from file: 350)
DIALOG(R)File 350:(c) 2009 Thomson Reuters. All rts. reserv.

0013594992

Priority controlling method for wireless packet data communication, involves sorting packets in queues according to priority of queue, and classifying fair queue to balance queues of scheduler by adjusting classifier

Original Titles:

A METHOD OF PRIORITY CONTROL IN WIRELESS PACKET DATA COMMUNICATIONS
PROCEDE DE CONTROLE DE PRIORITE DANS DES COMMUNICATIONS DE DONNEES PAR
PAQUETS SANS FIL

Local Applications (No Type Date): WO 2002CN107 A 20020222; AU 2002237171
A 20020222; WO 2002CN107 A 20020222; CN 2002828139 A 20020222; WO
2002CN107 A 20020222

Priority Applications (no., kind, date): WO 2002CN107 A 20020222

24/AN,AZ,TI/7 (Item 7 from file: 350)

DIALOG(R)File 350:(c) 2009 Thomson Reuters. All rts. reserv.

0013104725

Calculating an associated fortune for two or more users using input signals
from users to determine output data

Original Titles:

Verfahren und System zur berechnung von assoziierten vermogen von zwei oder
mehreren personen

Method and system for calculating associated fortune for two or more people

Procede et dispositif pour le calcul d'une prediction associee entre deux
ou plusieurs personnes

METHOD AND SYSTEM FOR CALCULATING COMMON FORTUNE OF TWO OR MORE
PERSONS

Method and system for calculating an associated fortune for two or more people

Local Applications (No Type Date): EP 2002255089 A 20020719; US
2002197785 A 20020718; KR 200143782 A 20010720; CN 2002142919 A
20020719; JP 2002211704 A 20020719

Priority Applications (no., kind, date): KR 200143782 A 20010720

24/AN,AZ,TI/8 (Item 8 from file: 350)

DIALOG(R)File 350:(c) 2009 Thomson Reuters. All rts. reserv.

0012764984

On-line software application service provision method involves recording selected software
service to user terminal, and correspondingly user is billed for software service

Original Titles:

Method and apparatus for delivering software applications as services over
the internet using a transaction-based utility model

Local Applications (No Type Date): US 2000200966 P 20000501; US
2001845732 A 20010430

Priority Applications (no., kind, date): US 2000200966 P 20000501; US
2001845732 A 20010430

24/AN,AZ,TI/9 (Item 9 from file: 350)

DIALOG(R)File 350:(c) 2009 Thomson Reuters. All rts. reserv.

0010760505

Charge calculation system for telecommunication billing systems, sets a price for the system created events and non-system created events on availability to the system
Original Titles:

EIN ECHTZEITKOSTENBERECHNUNGSSYSTEM
A REAL-TIME CHARGE CALCULATION SYSTEM
SYSTEME DE CALCUL DE PRIX EN TEMPS REEL

Local Applications (No Type Date): WO 1999US16443 A 19990726; AU
199952204 A 19990726; EP 1999937348 A 19990726; WO 1999US16443 A
19990726

Priority Applications (no., kind, date): US 1999353625 A 19990715

24/AN,AZ,TI/10 (Item 10 from file: 350)

DIALOG(R)File 350:(c) 2009 Thomson Reuters. All rts. reserv.

0010363202

Payback system, payback method, and recorded medium

Original Titles:

Payback system, payback method, and recording medium
SYSTEME DE RECUPERATION, PROCEDE DE RECUPERATION ET SUPPORT ENREGISTRE
Local Applications (No Type Date): WO 2000JP12 A 20000105; WO 2000JP12 A
20000105; US 2001883913 A 20010620; JP 2000592764 A 20000105; WO
2000JP12 A 20000105

Priority Applications (no., kind, date): JP 1999425 A 19990105

24/AN,AZ,TI/11 (Item 11 from file: 350)

DIALOG(R)File 350:(c) 2009 Thomson Reuters. All rts. reserv.

0009815983

Interactive computer-implemented system for negotiating purchases of goods
or services over a distributed computer network e.g. Internet

Original Titles:

Interactive computer-implemented system and method for negotiating sale of
goods and/or services

SYSTEME INTERACTIF ASSISTE PAR ORDINATEUR ET PROCEDE DE NEGOCIATION LORS
DE LA VENTE DE MARCHANDISES ET/OU DE L'OFFRE DE SERVICES

Local Applications (No Type Date): WO 1999US12154 A 19990603; US
1998106214 A 19980629; AU 199942272 A 19990603; US 1998106214 A
19980629; US 1999465929 A 19991217; US 2004940979 A 20040915

Priority Applications (no., kind, date): US 1998106214 A 19980629; US
1999465929 A 19991217; US 2004940979 A 20040915

24/AN,AZ,TI/12 (Item 12 from file: 350)

DIALOG(R)File 350:(c) 2009 Thomson Reuters. All rts. reserv.

0009291323

User access priority authentication apparatus for controlling execution of application program - verifies whether access token is generated based on user intrinsic information, by cross-linking with auxiliary verification data
Original Titles:

ACCESS QUALIFICATION CERTIFYING DEVICE AND METHOD THEREFOR
DEVICE AND METHOD FOR AUTHENTICATING USER'S ACCESS RIGHTS TO RESOURCES
Device and method for authenticating user's access rights to resources

Local Applications (No Type Date): JP 1997210487 A 19970805; US

1998118932 A 19980720; US 1998118932 A 19980720; JP 1997210487 A 19970805

Priority Applications (no., kind, date): JP 1997210487 A 19970805

24/AN,AZ,TI/13 (Item 13 from file: 350)

DIALOG(R)File 350:(c) 2009 Thomson Reuters. All rts. reserv.

0008038254

Formula composition method for electronic spread-sheets - involves storing syntax rules which specify valid syntax for formulae which are used to parse user input into formula node which is then displayed nodes on hierarchical outlines

Original Titles:

Methods for composing formulas in an electronic spreadsheet system.

Local Applications (No Type Date): US 1994300813 A 19940902

Priority Applications (no., kind, date): US 1994300813 A 19940902

24/AN,AZ,TI/14 (Item 14 from file: 350)

DIALOG(R)File 350:(c) 2009 Thomson Reuters. All rts. reserv.

0007988752

Component delivery time calculation method for materials management system using computer - involves using processing part, which outputs delivery time of specific products to production arrangement side in predetermined format, based on automatic delivery day calculation result

Original Titles:

METHOD FOR CALCULATING PARTS PREPARATION DATE BY USING RETROSPECTIVE DATE

Local Applications (No Type Date): JP 1995116838 A 19950516

Priority Applications (no., kind, date): JP 1995116838 A 19950516

24/3,K/3 (Item 3 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2009 Thomson Reuters. All rts. reserv.

0017877557 - Drawing available

WPI ACC NO: 2008-G97894/200844

Related WPI Acc No: 2004-107929; 2005-239915; 2007-412265

XRPX Acc No: N2008-553379

Customer's call routing method for e.g. manual dialog of customer service call system, involves comparing results of calculation to threshold wait index, and routing call to manual dialog based on results of comparison

Patent Assignee: AT & T LABS INC (AMTT)

Inventor: BANGOR A W; BUSHEY R R; JOSEPH K M

Patent Family (1 patents, 1 countries)

Patent Application

Number	Kind	Date	Number	Kind	Date	Update
US 20080123838	A1	20080529	US 2002190145	A	20020705	200844 B
			US 2004948507	A	20040923	
			US 2006539832	A	20061009	
			US 200827091	A	20080206	

Priority Applications (no., kind, date): US 2002190145 A 20020705; US 2004948507 A 20040923; US 2006539832 A 20061009; US 200827091 A 20080206

Patent Details

Number	Kind	Lan	Pg	Dwg	Filing	Notes
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US 20080123838	A1	EN	7	5	Continuation of application	US 2002190145
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Continuation of application US

2004948507

Continuation of application US

2006539832

Continuation of patent US 6807274

Continuation of patent US 7120244

Continuation of patent US 7349534

24/3,K/4 (Item 4 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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0017387644 - Drawing available

WPI ACC NO: 2008-C08084/200816

XRPX Acc No: N2008-166522

A method of multi-user for scheduling in multi-antenna system based on satisfaction degree

Patent Assignee: UNIV CHINA SCI & TECHNOLOGY (UYCH-N)

Inventor: LIU T; QIU L

Patent Family (1 patents, 1 countries)

Patent Application

Number	Kind	Date	Number	Kind	Date	Update
CN 101009875	A	20070801	CN 200710019470	A	20070126	200816 B

Priority Applications (no., kind, date): CN 200710019470 A 20070126

Patent Details

Number	Kind	Lan	Pg	Dwg	Filing	Notes
CN 101009875	A	ZH	1			

Alerting Abstract ...for scheduling in multi-antenna system base on satisfaction, wherein, it reflects quality characteristics of user service satisfaction and scheduling results of scheduler as weight of user service satisfaction by cognitive layer.

Scheduler schedules according to weight of user service satisfaction and user...

Original Abstracts:

...for scheduling in multi-antenna system base on satisfaction, wherein, it reflects quality characteristics of user service satisfaction and scheduling results of scheduler as weight of user service satisfaction by cognitive layer. Scheduler schedules according to weight of user service satisfaction and user...

Claims:

...layer mold; it is comprised of maximal rate demand, minimal rate demand, and maximal time-delay of service. Weight of user service satisfaction is calculated by maximal rate demand, minimal rate demand, and maximal time-delay of service, user average rate from scheduler and average time-delay and is put in the sheet of weight of user service satisfaction of cognitive layer mold. The scheduler works each time slot, and updates sheet of weight of user service satisfaction once every two or more than two time slots from cognitive layer mold. The update of weight of user service satisfaction is to copy sheet of weight of user service satisfaction of cognitive layer mold to sheet of weight of user service satisfaction of scheduler. Scheduler updates user channel-state information every time slot from physical layer...

< removed unnecessary information >

24/3,K/10 (Item 10 from file: 350)
 DIALOG(R)File 350:Derwent WPIX
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0010363202

WPI ACC NO: 2000-679081/200066

XRPX Acc No: N2000-502739

Payback system, payback method, and recorded medium

Patent Assignee: FUJITSU LTD (FUIT)

Inventor: OKI H

Patent Family (3 patents, 2 countries)

Patent Application

Number	Kind	Date	Number	Kind	Date	Update
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WO 2000041106 A1 20000713 WO 2000JP12 A 20000105 200066 B
 US 20010044746 A1 20011122 WO 2000JP12 A 20000105 200176 E
 US 2001883913 A 20010620
 JP 2000592764 X 20020508 JP 2000592764 A 20000105 200245 E
 WO 2000JP12 A 20000105

Priority Applications (no., kind, date): JP 1999425 A 19990105

Patent Details

Number	Kind	Lan	Pg	Dwg	Filing	Notes
WO 2000041106	A1	JA	0	0		

National Designated States, Original: JP US

US 20010044746 A1 EN Continuation of application WO
 2000JP12

JP 2000592764 X JA PCT Application WO 2000JP12
 Based on OPI patent WO 2000041106

Claims:

...the middleman, characterized by: storage means for storing use results
 of the service received by the product user by using the
 product; and calculation means for calculating a payback value or
 payback values to one or both of the...

24/3,K/13 (Item 13 from file: 350)
 DIALOG(R) File 350: Derwent WPIX
 (c) 2009 Thomson Reuters. All rts. reserv.

0008038254 - Drawing available
 WPI ACC NO: 1997-132153/199712
 XRPX Acc No: N1997-109177

Formula composition method for electronic spread-sheets - involves storing syntax rules
 which specify valid syntax for formulae which are used to parse user input into formula
 node which is then displayed nodes on hierarchical outlines

Patent Assignee: BORLAND INT INC (BORL-N)

Inventor: BOYE S R; MONTGOMERY M E; SPENCER P L; WATSON M J

Patent Family (1 patents, 1 countries)

Patent Application

Number	Kind	Date	Number	Kind	Date	Update
US 5603021	A	19970211	US 1994300813	A	19940902	199712 B

Priority Applications (no., kind, date): US 1994300813 A 19940902

Patent Details

Number	Kind	Lan	Pg	Dwg	Filing	Notes
US 5603021	A	EN	78	9		

Claims:

...for modeling user-specified information in a data model comprising a
 plurality of formulas entered by a user, each of said formulas
 evaluating to a result, a method for assisting the
 user with correctly entering formulas, the method
 comprising: (a) storing syntax rules specifying valid syntax for
 formulas; (b) receiving user input for...

24/3,K/14 (Item 14 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2009 Thomson Reuters. All rts. reserv.

0007988752 - Drawing available

WPI ACC NO: 1997-080406/199708

XRPX Acc No: N1997-066578

Component delivery time calculation method for materials management system using computer - involves using processing part, which outputs delivery time of specific products to production arrangement side in predetermined format, based on automatic delivery day calculation result

Patent Assignee: HITACHI LTD (HITA)

Inventor: TANUMA M

Patent Family (1 patents, 1 countries)

Patent Application

Number	Kind	Date	Number	Kind	Date	Update
JP 8315018	A	19961129	JP 1995116838	A	19950516	199708 B

Priority Applications (no., kind, date): JP 1995116838 A 19950516

Patent Details

Number	Kind	Lan	Pg	Dwg	Filing	Notes
--------	------	-----	----	-----	--------	-------

JP 8315018	A	JA	5	2		
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Alerting Abstract ...ADVANTAGE - Improves customer service and labour saving. Prevents superfluous inventory by exact delivery processing and increasing specification alteration correspondence time. Performs delivery time indication efficiently and exactly.

B. Patent Files, Full-Text

? show files;ds;cost;logoff hold

File 348:EUROPEAN PATENTS 1978-200933

(c) 2009 European Patent Office

File 349:PCT FULLTEXT 1979-2009/UB= 20090806| UT= 20090730

(c) 2009 WIPO/Thomson

Set	Items	Description
S1	21631	((((AFTER OR POST)() (SALE? ? OR PURCHASE) OR PURCHASER OR PURCHASERS OR BUYER OR BUYERS OR CONSUMER OR CONSUMERS OR SUBSCRIBER OR SUBSCRIBERS OR CLIENT OR CLIENTS OR CUSTOMER OR CUSTOMERS OR TECHNICAL OR USER OR USERS)() (SERVICE? ? OR SUPPORT OR CARE OR ASSIST??? OR ASSISTANCE OR HELP))
S2	21631	((((AFTER OR POST)() (SALE? ? OR PURCHASE) OR PURCHASER OR PURCHASERS OR BUYER OR BUYERS OR CONSUMER OR CONSUMERS OR SUBSCRIBER OR SUBSCRIBERS OR CLIENT OR CLIENTS OR CUSTOMER OR CUSTOMERS OR TECHNICAL OR USER OR USERS)() (SERVICE? ? OR SUPPORT OR CARE OR ASSIST??? OR ASSISTANCE OR HELP))
S3	19188	IMPACT OR EFFECT OR AFFECT??? OR EFFECTIVENESS OR INFLUENCE??? OR CONSEQUEN??? OR EFFECTUALITY OR EFFECTUALNESS OR EFFICACIOUSNESS OR EFFICACY OR RESULT??? OR ROI OR SEQUEL?? OR INFLUENCE OR CONSEQUENCES OR OUTCOME OR OUTCOMES
S4	10018	FORMULA OR FORMULAS OR FORMULAE OR ALGOR?THM?? OR EQUATION OR EQUATIONS OR COMPUTATION OR COMPUTATIONS OR CALCULATION OR CALCULATIONS
S5	21462	ORDER OR ORDERS OR SERVICE OR SERVICES OR TASK OR TASKS OR JOB OR JOBS OR GOAL OR GOALS OR ASSIGNMENT OR ASSIGNMENTS OR - PROJECT OR PROJECTS OR OBJECTIVE OR OBJECTIVES OR PRODUCT OR - PRODUCTS OR FUNCTION OR FUNCTIONS OR PRODUCTION
S6	12313	LATE OR DELINQUENT OR TARDY OR UNMET OR UNFILLED OR UNFULFILLED OR (UN OR "NOT" OR NON)() (DELIVERED OR FULFILLED OR FILLED OR MET OR COMPLETED) OR UNDELIVERED OR UNCOMPLETED OR OVERDUE OR (OVER OR PAST) (1W) (DUE OR DEADLINE? ? OR DEAD() LINE? - ?) OR DELAY??? OR LAG OR TIMELAG OR SLOW OR PEND
S7	20972	TIME OR TIMEFRAME OR DATE OR DAY OR TIMETABLE OR SCHEDULE - OR SCHEDULED
S8	19665	DUE OR FINISH??? OR DELIVERED OR FULFILLED OR FILLED OR MET OR COMPLETE OR COMPLETED OR COMPLETION OR DELIVERY OR DELIVERED OR ACCOMPLISHED OR FINAL?ED OR DONE
S9	16984	VALUE OR COST OR PRICE OR VALUATION OR WORTH OR CHARGE OR - CHARGES OR EXPENSE
S10	3836	DEADLINE OR DEAD() LINE OR (S7(2N)S8)
S11	700	S2(5N)S3
S12	1554	S5(3N)S6
S13	11	S9(10N)S10(10N)S12

S14 0 S4(5N)S13
 S15 0 S11(S)S14
 S16 41 S4(S)S11
 S17 26 S16(S)(S6 OR S9 OR S10)
 S18 24 S17 AND IC= (G06F OR G06Q OR G07G)
 S19 24 IDPAT (sorted in duplicate/non-duplicate order)
 S20 24 IDPAT (primary/non-duplicate records only)

20/AN,AZ,TI/1 (Item 1 from file: 348)
 DIALOG(R)File 348:(c) 2009 European Patent Office. All rts. reserv.

01752676
 Systems and methods for secure transaction management and electronic rights protection
 Systeme und Verfahren zur gesicherten Transaktionsverwaltung und elektronischem Rechtsschutz
 Systemes et procedes de gestion de transactions securisees et de protection de droits electroniques
 APPLICATION (CC, No, Date): EP 2004075701 960213;
 PRIORITY (CC, No, Date): US 388107 950213

20/AN,AZ,TI/2 (Item 2 from file: 348)
 DIALOG(R)File 348:(c) 2009 European Patent Office. All rts. reserv.

00803285
 SYSTEMS AND METHODS FOR SECURE TRANSACTION MANAGEMENT AND ELECTRONIC RIGHTS PROTECTION
 SYSTEME UND VERFAHREN FUR EIN SICHERES UBERTRAGUNGSMANAGEMENT UND ELEKTRONISCHERRECHTSSCHUTZ
 SYSTEMES ET PROCEDES DE GESTION SECURISEE DE TRANSACTIONS ET DE PROTECTION ELECTRONIQUE DES DROITS
 APPLICATION (CC, No, Date): EP 96922371 960213; WO 96US2303 960213
 PRIORITY (CC, No, Date): US 388107 950213

20/AN,AZ,TI/3 (Item 3 from file: 349)
 DIALOG(R)File 349:(c) 2009 WIPO/Thomson. All rts. reserv.

01694763
 DATA FUSION METHODS AND SYSTEMS
 PROCEDES ET SYSTEMES DE FUSION DE DONNEES
 Application: WO 2008US52195 20080128 (PCT/WO US2008052195)

20/AN,AZ,TI/4 (Item 4 from file: 349)
 DIALOG(R)File 349:(c) 2009 WIPO/Thomson. All rts. reserv.

01608114

DYNAMIC RISK-BASED SCHEDULING TO OPTIMIZE AND INTEGRATE PRODUCTION WITH
A SUPPLY CHAIN
PROCEDES ET SYSTEMES VISANT A UTILISER LA PLANIFICATION DYNAMIQUE BASEE SUR
LE RISQUE POUR OPTIMISER ET INTEGRER LA PRODUCTION A UNE CHAINE
LOGISTIQUE

Application: WO 2007US15677 20070706 (PCT/WO US2007015677)

20/AN,AZ,TI/5 (Item 5 from file: 349)

DIALOG(R) File 349:(c) 2009 WIPO/Thomson. All rts. reserv.

01537571

GENIUS ADAPTIVE DESIGN
MODELE D'ADAPTATION AU GENIE

Application: WO 2006US48704 20061219 (PCT/WO US2006048704)

20/AN,AZ,TI/6 (Item 6 from file: 349)

DIALOG(R) File 349:(c) 2009 WIPO/Thomson. All rts. reserv.

01482280

ENERGY AND CHEMICAL SPECIES UTILITY MANAGEMENT SYSTEM
SYSTEME DE GESTION DE SERVICES, D'ESPECES CHIMIQUES ET D'ENERGIE
Application: WO 2006US34565 20060905 (PCT/WO US2006034565)

20/AN,AZ,TI/7 (Item 7 from file: 349)

DIALOG(R) File 349:(c) 2009 WIPO/Thomson. All rts. reserv.

01224181

SERVICE OPERATION DATA PROCESSING USING CHECKLIST FUNCTIONALITY IN
ASSOCIATION WITH INSPECTED ITEMS
TRAITEMENT DE DONNEES D'OPERATIONS DE SERVICES UTILISANT UNE
FONCTIONNALITE DE LISTE DE CONTROLE ASSOCIEE A DES ELEMENTS VERIFIES
Application: WO 2004US30183 20040916 (PCT/WO US2004030183)

20/AN,AZ,TI/8 (Item 8 from file: 349)

DIALOG(R) File 349:(c) 2009 WIPO/Thomson. All rts. reserv.

00806389

SCHEDULING AND PLANNING BEFORE AND PROACTIVE MANAGEMENT DURING
MAINTENANCE AND SERVICE IN A NETWORK-BASED SUPPLY CHAIN ENVIRONMENT
PROGRAMMATION ET PLANIFICATION ANTICIPEE, ET GESTION PROACTIVE AU COURS
DE LA MAINTENANCE ET DE L'ENTRETIEN D'UN ENVIRONNEMENT DU TYPE CHAINE
D'APPROVISIONNEMENT RESEAUTEE

Application: WO 2000US32228 20001122 (PCT/WO US0032228)

20/AN,AZ,TI/9 (Item 9 from file: 349)
DIALOG(R)File 349:(c) 2009 WIPO/Thomson. All rts. reserv.

00806383

COLLABORATIVE CAPACITY PLANNING AND REVERSE INVENTORY MANAGEMENT
DURING DEMAND AND SUPPLY PLANNING IN A NETWORK-BASED SUPPLY CHAIN
ENVIRONMENT AND METHOD THEREOF
PLANIFICATION EN COLLABORATION DES CAPACITES ET GESTION ANTICIPEE DES
STOCKS LORS DE LA PLANIFICATION DE L'OFFRE ET DE LA DEMANDE DANS UN
ENVIRONNEMENT DE CHAINE D'APPROVISIONNEMENT FONDEE SUR LE RESEAU ET
PROCEDE ASSOCIE

Application: WO 2000US32309 20001122 (PCT/WO US0032309)

20/AN,AZ,TI/10 (Item 10 from file: 349)
DIALOG(R)File 349:(c) 2009 WIPO/Thomson. All rts. reserv.

00806382

METHOD FOR AFFORDING A MARKET SPACE INTERFACE BETWEEN A PLURALITY OF
MANUFACTURERS AND SERVICE PROVIDERS AND INSTALLATION MANAGEMENT VIA
A MARKET SPACE INTERFACE
PROCEDE DE MISE A DISPOSITION D'UNE INTERFACE D'ESPACE DE MARCHÉ ENTRE UNE
PLURALITE DE FABRICANTS ET DES FOURNISSEURS DE SERVICES ET GESTION
D'UNE INSTALLATION VIA UNE INTERFACE D'ESPACE DE MARCHÉ

Application: WO 2000US32308 20001122 (PCT/WO US0032308)

20/AN,AZ,TI/11 (Item 11 from file: 349)
DIALOG(R)File 349:(c) 2009 WIPO/Thomson. All rts. reserv.

00803948

METHOD OF AND SYSTEM FOR ENABLING BRAND-IMAGE COMMUNICATION BETWEEN
VENDORS AND CONSUMERS
PROCEDE ET SYSTEME PERMETTANT DE COMMUNIQUER UNE IMAGE DE MARQUE ENTRE
DES VENDEURS ET DES CONSOMMATEURS

Application: WO 2000US31757 20001117 (PCT/WO US0031757)

Parent Application/Grant:

Related by Continuation to: US 99441973 19991117 (CIP); US 99447121
19991122 (CIP); US 99465859 19991217 (CIP); US 2000483105 20000114
(CIP); US 2000599690 20000622 (CIP); US 2000641908 20000818 (CIP); US
2000695744 20001024 (CIP)

20/AN,AZ,TI/12 (Item 12 from file: 349)
DIALOG(R)File 349:(c) 2009 WIPO/Thomson. All rts. reserv.

00803625

METHOD FOR MANIPULATING PROTEIN OR DNA SEQUENCE DATA (IN ORDER TO
GENERATE COMPLEMENTARY PEPTIDE LIGANDS)
PROCEDE DE MANIPULATION DE DONNEES DE SEQUENCES DE PROTEINES OU D'ADN
SERVANT A GENERER DES LIGANDS PEPTIDIQUES COMPLEMENTAIRES

Application: WO 2000GB4418 20001120 (PCT/WO GB0004418)

20/AN,AZ,TI/13 (Item 13 from file: 349)

DIALOG(R) File 349:(c) 2009 WIPO/Thomson. All rts. reserv.

00802534

ANY-TO-ANY COMPONENT COMPUTING SYSTEM
SYSTEME INFORMATIQUE A COMPOSANTS TOUTE CATEGORIE

Application: WO 2000US31231 20001113 (PCT/WO US0031231)

20/AN,AZ,TI/14 (Item 14 from file: 349)

DIALOG(R) File 349:(c) 2009 WIPO/Thomson. All rts. reserv.

00784185

A SYSTEM AND METHOD FOR STREAM-BASED COMMUNICATION IN A
COMMUNICATION SERVICES PATTERNS ENVIRONMENT
SYSTEME, PROCEDE ET ARTICLE DE PRODUCTION FOURNISSANT UN SYSTEME DE
COMMUNICATION EN CONTINU DANS UN ENVIRONNEMENT DE CONFIGURATIONS
DE SERVICES DE COMMUNICATION

Application: WO 2000US24125 20000831 (PCT/WO US0024125)

20/AN,AZ,TI/15 (Item 15 from file: 349)

DIALOG(R) File 349:(c) 2009 WIPO/Thomson. All rts. reserv.

00784139

A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR A SELF-DESCRIBING STREAM
IN A COMMUNICATION SERVICES PATTERNS ENVIRONMENT
SYSTEME, PROCEDE ET ARTICLE DE FABRICATION DESTINES A UN FLUX
D'AUTODESCRIPTEURS DANS UN ENVIRONNEMENT DE MODELES DE SERVICES DE
COMMUNICATION

Application: WO 2000US23999 20000831 (PCT/WO US0023999)

20/AN,AZ,TI/16 (Item 16 from file: 349)

DIALOG(R) File 349:(c) 2009 WIPO/Thomson. All rts. reserv.

00784137

SYSTEM, METHOD, AND ARTICLE OF MANUFACTURE FOR DISTRIBUTED GARBAGE
COLLECTION IN ENVIRONMENT SERVICES PATTERNS

SYSTEME, PROCEDE ET ARTICLE DE FABRICATION EN MATIERE DE RECUPERATION
D'ESPACE REPARTI DANS DES MOTIFS DE SERVICES D'ENVIRONNEMENT

Application: WO 2000US24238 20000831 (PCT/WO US0024238)

20/AN,AZ,TI/17 (Item 17 from file: 349)
DIALOG(R) File 349:(c) 2009 WIPO/Thomson. All rts. reserv.

00784136

A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR BUSINESS LOGIC SERVICES
PATTERNS IN A NETCENTRIC ENVIRONMENT

SYSTEME, PROCEDE ET ARTICLE DE FABRICATION POUR STRUCTURES DE SERVICES DE
LOGIQUE DE COMMERCE DANS UN ENVIRONNEMENT S'ARTICULANT AUTOUR DE
L'INTERNET

Application: WO 2000US24197 20000831 (PCT/WO US0024197)

20/AN,AZ,TI/18 (Item 18 from file: 349)
DIALOG(R) File 349:(c) 2009 WIPO/Thomson. All rts. reserv.

00784126

SYSTEM, METHOD, AND ARTICLE OF MANUFACTURE FOR AN EXCEPTION RESPONSE
TABLE IN ENVIRONMENT SERVICES PATTERNS

SYSTEME, PROCEDE ET ARTICLE DE PRODUCTION DESTINES A UNE TABLE DE REPONSE
D'EXCEPTION DANS DES CONFIGURATIONS DE SERVICES D'ENVIRONNEMENT

Application: WO 2000US24086 20000831 (PCT/WO US0024086)

20/AN,AZ,TI/19 (Item 19 from file: 349)
DIALOG(R) File 349:(c) 2009 WIPO/Thomson. All rts. reserv.

00784125

SYSTEM, METHOD, AND ARTICLE OF MANUFACTURE FOR PIECEMEAL RETRIEVAL IN AN
INFORMATION SERVICES PATTERNS ENVIRONMENT

SYSTEME, PROCEDE ET ARTICLE DE FABRICATION DESTINES A LA RECHERCHE
FRAGMENTAIRE DANS UN ENVIRONNEMENT DE MODELES DE SERVICES
D'INFORMATIONS

Application: WO 2000US24085 20000831 (PCT/WO US0024085)

20/AN,AZ,TI/20 (Item 20 from file: 349)
DIALOG(R) File 349:(c) 2009 WIPO/Thomson. All rts. reserv.

00761430

SYSTEM, METHOD AND COMPUTER PROGRAM FOR REPRESENTING PRIORITY
INFORMATION CONCERNING COMPONENTS OF A SYSTEM

SYSTEME, METHODE ET ARTICLE FABRIQUE PERMETTANT DE CLASSER PAR ORDRE DE
PRIORITE DES COMPOSANTS D'UNE STRUCTURE DE RESEAU NECESSAIRES A LA MISE

EN OEUVRE D'UNE TECHNIQUE

Application: WO 2000US14406 20000524 (PCT/WO US0014406)

20/AN,AZ,TI/21 (Item 21 from file: 349)
DIALOG(R) File 349:(c) 2009 WIPO/Thomson. All rts. reserv.

00761429

METHODS, CONCEPTS AND TECHNOLOGY FOR A VIRTUAL SHOPPING SYSTEM CAPABLE OF ASSESSING NEEDS OF A CUSTOMER AND RECOMMENDING A PRODUCT OR SERVICE BASED ON SUCH ASSESSED NEEDS
PROCEDES, CONCEPTS ET TECHNOLOGIE POUR SYSTEME D'ACHAT VIRTUEL CAPABLE D'EVALUER LES BESOINS D'UN CLIENT ET DE RECOMMANDER UN PRODUIT OU UN SERVICE SUR LA BASE DE CES BESOINS

Application: WO 2000US14357 20000524 (PCT/WO US0014357)

20/AN,AZ,TI/22 (Item 22 from file: 349)
DIALOG(R) File 349:(c) 2009 WIPO/Thomson. All rts. reserv.

00348333

AN INTEGRATED DEVELOPMENT PLATFORM FOR DISTRIBUTED PUBLISHING AND MANAGEMENT OF HYPERMEDIA OVER WIDE AREA NETWORKS
PLATE-FORME DE DEVELOPPEMENT INTEGREE POUR LA PUBLICATION ET LA GESTION REPARTIES D'HYPERMEDIA SUR DES RESEAUX LONGUE PORTEE

Application: WO 96US1686 19960321 (PCT/WO US9601686)

20/AN,AZ,TI/23 (Item 23 from file: 349)
DIALOG(R) File 349:(c) 2009 WIPO/Thomson. All rts. reserv.

00344642

SYSTEMS AND METHODS FOR SECURE TRANSACTION MANAGEMENT AND ELECTRONIC RIGHTS PROTECTION
SYSTEMES ET PROCEDES DE GESTION SECURISEE DE TRANSACTIONS ET DE PROTECTION ELECTRONIQUE DES DROITS

Application: WO 96US2303 19960213 (PCT/WO US9602303)

20/AN,AZ,TI/24 (Item 24 from file: 349)
DIALOG(R) File 349:(c) 2009 WIPO/Thomson. All rts. reserv.

00333854

COMPUTER SYSTEM INCLUDING MEANS FOR DECISION SUPPORT SCHEDULING
SYSTEME INFORMATIQUE DOTE DE MOYENS DE PLANIFICATION D'AIDE A LA DECISION
Application: WO 95IB1160 19951114 (PCT/WO IB9501160)

20/3,K/8 (Item 8 from file: 349)
DIALOG(R) File 349: PCT FULLTEXT
(c) 2009 WIPO/Thomson. All rts. reserv.

00806389

SCHEDULING AND PLANNING BEFORE AND PROACTIVE MANAGEMENT DURING
MAINTENANCE AND SERVICE IN A NETWORK-BASED SUPPLY CHAIN ENVIRONMENT
PROGRAMMATION ET PLANIFICATION ANTICIPEE, ET GESTION PROACTIVE AU COURS
DE LA MAINTENANCE ET DE L'ENTRETIEN D'UN ENVIRONNEMENT DU TYPE CHAÎNE
D'APPROVISIONNEMENT RESEAUTEE

Patent Applicant/Assignee:

ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US
(Residence), US (Nationality)

Inventor(s):

MIKURAK Michael G, 108 Englewood Boulevard, Hamilton, NJ 08610, US,

Legal Representative:

HICKMAN Paul L (agent), Oppenheimer Wolff & Donnelly, LLP, 38th Floor,
2029 Century Park East, Los Angeles, CA 90067-3024, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200139082 A2 20010531 (WO 0139082)

Application: WO 2000US32228 20001122 (PCT/WO US0032228)

Priority Application: US 99447625 19991122; US 99444889 19991122

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)
AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH GM
HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX
NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 152479

Main International Patent Class (v7): G06F-017/16

Fulltext Availability:

Detailed Description

...Operation 5410 allows one or more of the products or services to be
advertised. Yet another aspect of the present invention includes
outputting an estimate relating...a client-server network, multiple users
may access the same copy of a particular application. Consequently
, the vendor can charge the network owner not for the number of copies
installed on...market. For example, a bushel of wheat for February
delivery is considered for sale and delivery at a price independent
from its source. Similarly, a 30-year treasury bond paying a...

20/3,K/17 (Item 17 from file: 349)

DIALOG(R) File 349: PCT FULLTEXT
(c) 2009 WIPO/Thomson. All rts. reserv.

00784136

A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR BUSINESS LOGIC SERVICES PATTERNS IN A NETCENTRIC ENVIRONMENT
SYSTEME, PROCEDE ET ARTICLE DE FABRICATION POUR STRUCTURES DE SERVICES DE LOGIQUE DE COMMERCE DANS UN ENVIRONNEMENT S'ARTICULANT AUTOUR DE L'INTERNET

Patent Applicant/Assignee:

ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US
(Residence), US (Nationality)

Inventor(s):

BOWMAN-AMUAH Michel K, 6426 Peak Vista Circle, Colorado Springs, CO 80918, US,

Legal Representative:

HICKMAN Paul L (agent), Oppenheimer Wolff & Donnelly, LLP, 38th Floor,
2029 Century Park East, Los Angeles, CA 90067-3024, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200116728 A2-A3 20010308 (WO 0116728)

Application: WO 2000US24197 20000831 (PCT/WO US0024197)

Priority Application: US 99387658 19990831

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE
ES FI GB GD GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU
LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR
TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 150863

Main International Patent Class (v7): G06F-009/ 44

International Patent Class (v7): G06F-009/ 46

Fulltext Availability:

Detailed Description

...Is The System Multi-tiered?

Transaction Services are typically used in three-tier and multi-tier architectures. Particularly in Netcentric environments, applications...mission-critical systems has shown that the most complex issues require strategic tradeoffs between quality, cost, and time. These tradeoffs usually involve interdependent considerations between strategy, technology, process, and people. See...

...example, how should an architecture be customized to better support performance, at the potential cost of increased coupling between components?

Many of these considerations have been addressed over the last...

...applications. In addition, some implementations chose the design syntax of LTM. One should see the value of the pattern regardless of the implementation personality. Nowhere has this been more strongly demonstrated...

...for example, they have led to the proliferation of product features, disposability, miniaturization, product selection, price reduction, and standard interfaces-all good for the consumer. This example also draws attention to...

...specialized to be useful. Yet below the surface of these definitions is some real business value for organizations.

Business concepts come in a wide variety. For example, a product represents something of value that is up for sale, while a credit check represents the work that needs to...

...Business Component would encapsulate everything an organization needs to know about how to calculate the price of a product, including the product's base price (although this might belong in a Product component), discounts and rules for when they apply, and the calculation itself 15. One might argue that the Pricing component is more entity-centric than process-centric. After all, it's centered around the concept of price, which is an entity. In reality, though, it depends on the business requirements, but again...

IV. Text Search Results from Dialog

A. NPL Files, Abstract

? show files;ds;cost;logoff hold

File 471:New York Times Fulltext 1980-2009/Aug 14

(c) 2009 The New York Times

File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13

(c) 2002 Gale/Cengage

File 474:New York Times Abs 1969-2009/Aug 14

(c) 2009 The New York Times

File 475:Wall Street Journal Abs 1973-2009/Aug 14

(c) 2009 The New York Times

File 35:Dissertation Abs Online 1861-2009/Jul

(c) 2009 ProQuest Info&Learning

File 65:Inside Conferences 1993-2009/Aug 14

(c) 2009 BLDSC all rts. reserv.

File 99:Wilson Appl. Sci & Tech Abs 1983-2009/Jul

(c) 2009 The HW Wilson Co.

File 256:TecTrends 1982-2009/Aug W2

(c) 2009 Info.Sources Inc. All rights res.

File 14:Mechanical and Transport Engineer Abstract 1966-2009/Aug

(c) 2009 CSA.

File 6:NTIS 1964-2009/Aug W4

(c) 2009 NTIS, Intl Cpyrght All Rights Res

File 8:EI Compendex(R) 1884-2009/Aug W1

(c) 2009 Elsevier Eng. Info. Inc.

File 2:INSPEC 1898-2009/Aug W2

(c) 2009 The IET

File 34:SciSearch(R) Cited Ref Sci 1990-2009/Aug W2

(c) 2009 The Thomson Corp

File 434:SciSearch(R) Cited Ref Sci 1974-1989/Dec

(c) 2006 The Thomson Corp

File 7:Social SciSearch(R) 1972-2009/Aug W2

(c) 2009 The Thomson Corp

Set Items Description

S1 83908 (((AFTER OR POST)()(SALE? ? OR PURCHASE) OR PURCHASER OR P-
URCHASERS OR BUYER OR BUYERS OR CONSUMER OR CONSUMERS OR SUBS-
CRIBER OR SUBSCRIBERS OR CLIENT OR CLIENTS OR CUSTOMER OR CUS-
TOMERS OR TECHNICAL OR USER OR USERS)()(SERVICE? ? OR SUPPORT
OR CARE OR ASSIST??? OR ASSISTANCE OR HELP))

S2 83908 (((AFTER OR POST)()(SALE? ? OR PURCHASE) OR PURCHASER OR P-
URCHASERS OR BUYER OR BUYERS OR CONSUMER OR CONSUMERS OR SUBS-
CRIBER OR SUBSCRIBERS OR CLIENT OR CLIENTS OR CUSTOMER OR CUS-

TOMERS OR TECHNICAL OR USER OR USERS)()(SERVICE? ? OR SUPPORT
OR CARE OR ASSIST??? OR ASSISTANCE OR HELP))

S3 25100 IMPACT OR EFFECT OR AFFECT??? OR EFFECTIVENESS OR INFLUENC-
??? OR CONSEQUEN??? OR EFFECTUALITY OR EFFECTUALNESS OR EFFIC-
ACIOUSNESS OR EFFICACY OR RESULT??? OR ROI OR SEQUEL? OR INF-
LUENCE OR CONSEQUENCES OR OUTCOME OR OUTCOMES

S4 3257 FORMULA OR FORMULAS OR FORMULAE OR ALGOR?THM?? OR EQUATION
OR EQUATIONS OR COMPUTATION OR COMPUTATIONS OR CALCULATION OR
CALCULATIONS

S5 73260 ORDER OR ORDERS OR SERVICE OR SERVICES OR TASK OR TASKS OR
JOB OR JOBS OR GOAL OR GOALS OR ASSIGNMENT OR ASSIGNMENTS OR -
PROJECT OR PROJECTS OR OBJECTIVE OR OBJECTIVES OR PRODUCT OR -
PRODUCTS OR FUNCTION OR FUNCTIONS OR PRODUCTION

S6 5228 LATE OR DELINQUENT OR TARDY OR UNMET OR UNFILLED OR UNFULF-
ILLED OR (UN OR "NOT" OR NON)()(DELIVERED OR FULFILLED OR FIL-
LED OR MET OR COMPLETED) OR UNDELIVERED OR UNCOMPLETED OR OVE-
RDUE OR (OVER OR PAST)(1W)(DUE OR DEADLINE? ? OR DEAD()LINE? -
?) OR DELAY?? OR LAG OR TIMELAG OR SLOW OR PEND

S7 20048 TIME OR TIMEFRAME OR DATE OR DAY OR TIMETABLE OR SCHEDULE -
OR SCHEDULED

S8 16468 DUE OR FINISH??? OR DELIVERED OR FULFILLED OR FILLED OR MET
OR COMPLETE OR COMPLETED OR COMPLETION OR DELIVERY OR DELIVE-
RED OR ACCOMPLISHED OR FINAL?ED OR DONE

S9 19749 VALUE OR COST OR PRICE OR VALUATION OR WORTH OR CHARGE OR -
CHARGES OR EXPENSE

S10 1031 DEADLINE OR DEAD()LINE OR (S7(2N)S8)

S11 2554 S2(5N)S3

S12 526 S5(3N)S6

S13 3 S9(10N)S10(10N)S12

S14 1 S4(5N)S13

S15 0 S11(S)S14

S16 8 S2(S)S3(S)S4(S)S5(S)S6(S)S7(S)S8(S)S9

S17 816 S2(S)S3(S)S4

S18 104 S4(S)S11

S19 22700 S6 OR S9 OR S10

S20 32 S18(S)S19

S21 40 S16 OR S20

S22 19 S21 NOT (PY> 2000 OR PD= 20001018:20001231)

S23 13 RD (unique items)

23/6/1 (Item 1 from file: 583)

09192585

Price proposals come under fire from Scottish Power

UK: SCOTTISH POWER ANNOUNCES RESULTS

04 Nov 1999

23/6/2 (Item 1 from file: 14)
0000243255 IP ACCESSION NO: 2001-11-029256
Aeropropulsion analysis of tactical aircraft - Status and plans
PUBLICATION DATE: 1991

23/6/3 (Item 1 from file: 6)
2027821 NTIS Accession Number: ERS-92012/XAB
SWOPSIM '92 (on Diskette) (Data file)
May 92

23/6/4 (Item 2 from file: 6)
1823277 NTIS Accession Number: AD-A281 990/2
Cyclic Scheduling with Spacing Constraints (Doctoral thesis)
1994

23/6/5 (Item 3 from file: 6)
1499851 NTIS Accession Number: DE90006265
Present capabilities and new developments in antenna modeling with the
numerical electromagnetics code NEC
8 Apr 88

23/6/6 (Item 4 from file: 6)
1013339 NTIS Accession Number: DE83001315
Industry Initiatives in Impact Mitigation
Aug 82

23/6/7 (Item 1 from file: 8)
0014545246 E.I. COMPENDEX No: 2000215134388
Supply management orientation and supplier/buyer performance
Publication Date: 20000101

23/6/8 (Item 2 from file: 8)
0014283784 E.I. COMPENDEX No: 1999114541446
Multi-Depot Period Vehicle Routing Problem arising in the utilities sector
Publication Date: 19981201

23/6/9 (Item 3 from file: 8)
0013925822 E.I. COMPENDEX No: 1997433784215
A field service support system using a queueing network model and the
priority MVA algorithm
Publication Date: 19961201

23/6/10 (Item 1 from file: 2)

07762666

Title: Multiphysics modelling for electronics design

Book Title: ITherm 2000. The Seventh Intersociety Conference on Thermal and Thermomechanical Phenomena in Electronic Systems (Cat. No.00CH37069)

Publication Date: 2000

INSPEC Update Issue: 2000-045

Copyright: 2000, IEE

23/6/11 (Item 2 from file: 2)

07398694

Title: Tray flatness impacts cost of ownership

Publication Date: Aug. 1999

INSPEC Update Issue: 1999-044

Copyright: 1999, IEE

23/6/12 (Item 3 from file: 2)

07102874

Title: Assessment of optimum service restoration level in MV power distribution networks

Book Title: 33rd Universities Power Engineering Conference. UPEC '98

Conference Proceedings

Publication Date: 1998

INSPEC Update Issue: 1998-048

Copyright: 1998, IEE

23/6/13 (Item 4 from file: 2)

04417732

Title: Data replicas in distributed information services

Publication Date: March 1989

INSPEC Update Issue: 1989-017

Copyright: 1989, IEE

23/3,K/4 (Item 2 from file: 6)
DIALOG(R)File 6:NTIS
(c) 2009 NTIS, Intl Cpyrght All Rights Res. All rts. reserv.

1823277 NTIS Accession Number: AD-A281 990/2
Cyclic Scheduling with Spacing Constraints (Doctoral thesis)
Borsi, J. J.
Air Force Inst. of Tech., Wright-Patterson AFB, OH.
Corp. Source Codes: 000805000; 012200
Report No.: AFIT/CI/CIA-94-015D
1994 166p

Languages: English Document Type: Thesis
Journal Announcement: GRAI9421
Order this product from NTIS by: phone at 1-800-553-NTIS (U.S. customers); (703)605-6000 (other countries); fax at (703)321-8547; and email at orders@ntis.fedworld.gov. NTIS is located at 5285 Port Royal Road, Springfield, VA, 22161, USA.

NTIS Prices: PC A08/MF A02
... problems, which led to the second major area of our research. We then developed efficient algorithms for special cases of the assignment problem related to our scheduling problem. We determined that cost matrices defined by a convex function of linear displacement between sorted locations on a line have the Strong Monge Property. Based on this finding, we developed assignment algorithms with worst case time complexities comparable to sorting a list.

23/3,K/7 (Item 1 from file: 8)
DIALOG(R)File 8:EI Compendex(R)
(c) 2009 Elsevier Eng. Info. Inc. All rts. reserv.

0014545246 E.I. COMPENDEX No: 2000215134388
Supply management orientation and supplier/buyer performance
Shin, Hojung; Collier, David A.; Wilson, Darryl D.
Corresp. Author/Affil: Shin, Hojung: Ohio State Univ, Columbus, United States
Author email: shin.49@osu.edu; collier.4@osu.edu;
dwilson@garnet.acns.fsu.edu
Journal of Operations Management (J Oper Manage) 2000, 18/3 (317-333)
Publication Date: 20000101
Publisher: Elsevier Science Publishers B.V.
CODEN: JOTME ISSN: 0272-6963
DOI: 10.1016/S0272-6963(99)00031-5
Document Type: Article; Journal Record Type: Abstract
Treatment: L; (Literature review); M; (Management aspects); T; (Theoretical)
Language: English Summary Language: English
Number of References: 52
...of a supply management orientation (SMO) on the suppliers' operational performance and buyers' competitive priorities (cost, quality,

delivery, flexibility). Three major research hypotheses associated with SMO, Supplier Performance (SP), and Buyer Performance (BP) are tested using a confirmatory structural equation modeling approach. The results of this research support the conclusion that an improvement (increase) in...

...influence of SMO on delivery- and quality-related performance is more statistically significant than on cost or flexibility performance. In fact, when volume and process flexibility are top competitive priorities, a...

B. NPL Files, Full-text

Full text NPL files - 1

? show files;ds;cost;logoff hold

File 20:Dialog Global Reporter 1997-2009/Aug 14

(c) 2009 Dialog

Set	Items	Description
S1	1840442	((((AFTER OR POST)())(SALE? ? OR PURCHASE) OR PURCHASER OR PURCHASERS OR BUYER OR BUYERS OR CONSUMER OR CONSUMERS OR SUBSCRIBER OR SUBSCRIBERS OR CLIENT OR CLIENTS OR CUSTOMER OR CUSTOMERS OR TECHNICAL OR USER OR USERS)()(SERVICE? ? OR SUPPORT OR CARE OR ASSIST??? OR ASSISTANCE OR HELP))
S2	1840442	((((AFTER OR POST)())(SALE? ? OR PURCHASE) OR PURCHASER OR PURCHASERS OR BUYER OR BUYERS OR CONSUMER OR CONSUMERS OR SUBSCRIBER OR SUBSCRIBERS OR CLIENT OR CLIENTS OR CUSTOMER OR CUSTOMERS OR TECHNICAL OR USER OR USERS)()(SERVICE? ? OR SUPPORT OR CARE OR ASSIST??? OR ASSISTANCE OR HELP))
S3	723016	IMPACT OR EFFECT OR AFFECT??? OR EFFECTIVENESS OR INFLUENCE??? OR CONSEQUEN??? OR EFFECTUALITY OR EFFECTUALNESS OR EFFICACIOUSNESS OR EFFICACY OR RESULT??? OR ROI OR SEQUEL?? OR INFLUENCE OR CONSEQUENCES OR OUTCOME OR OUTCOMES
S4	51763	FORMULA OR FORMULAS OR FORMULAE OR ALGOR?THM?? OR EQUATION OR EQUATIONS OR COMPUTATION OR COMPUTATIONS OR CALCULATION OR CALCULATIONS
S5	1816426	ORDER OR ORDERS OR SERVICE OR SERVICES OR TASK OR TASKS OR JOB OR JOBS OR GOAL OR GOALS OR ASSIGNMENT OR ASSIGNMENTS OR - PROJECT OR PROJECTS OR OBJECTIVE OR OBJECTIVES OR PRODUCT OR - PRODUCTS OR FUNCTION OR FUNCTIONS OR PRODUCTION
S6	203200	LATE OR DELINQUENT OR TARDY OR UNMET OR UNFILLED OR UNFULFILLED OR (UN OR "NOT" OR NON)()(DELIVERED OR FULFILLED OR FILLED OR MET OR COMPLETED) OR UNDELIVERED OR UNCOMPLETED OR OVERDUE OR (OVER OR PAST)(1W)(DUE OR DEADLINE? ? OR DEAD()LINE? - ?) OR DELAY?? OR LAG OR TIMELAG OR SLOW OR PEND
S7	1071557	TIME OR TIMEFRAME OR DATE OR DAY OR TIMETABLE OR SCHEDULE - OR SCHEDULED
S8	711332	DUE OR FINISH??? OR DELIVERED OR FULFILLED OR FILLED OR MET OR COMPLETE OR COMPLETED OR COMPLETION OR DELIVERY OR DELIVERED OR ACCOMPLISHED OR FINAL?ED OR DONE
S9	950849	VALUE OR COST OR PRICE OR VALUATION OR WORTH OR CHARGE OR - CHARGES OR EXPENSE
S10	54015	DEADLINE OR DEAD()LINE OR (S7(2N)S8)
S11	17687	S2(5N)S3
S12	19119	S5(3N)S6
S13	20	S9(10N)S10(10N)S12

S14 0 S4(5N)S13
 S15 0 S11(S)S14
 S16 247 S4(S)S11
 S17 3991 S6(S)S9(S)S10
 S18 16 S16(S)S17
 S19 4477 S2(S)S3(S)S4
 S20 275 S17(F)S19
 S21 260 S17(S)S19
 S22 12 S21 NOT (CONFERENCE()CALL OR (FIRST OR 1ST OR SECOND OR 2ND
 OR THIRD OR 3RD OR FOURTH OR 4TH OR FINAL OR PRELIMINARY OR -
 INTERIM)()(QUARTER OR RESULTS) OR QUARTERLY OR ANNUAL()REPORT
 OR (8 OR 10)()(K OR Q) OR 8K OR 8Q OR 10K OR 10Q OR WEBCAST OR
 WEBINAR)
 S23 13 S20 NOT (CONFERENCE()CALL OR (FIRST OR 1ST OR SECOND OR 2ND
 OR THIRD OR 3RD OR FOURTH OR 4TH OR FINAL OR PRELIMINARY OR -
 INTERIM)()(QUARTER OR RESULTS) OR QUARTERLY OR ANNUAL()REPORT
 OR (8 OR 10)()(K OR Q) OR 8K OR 8Q OR 10K OR 10Q OR WEBCAST OR
 WEBINAR)
 S24 0 S18 NOT (CONFERENCE()CALL OR (FIRST OR 1ST OR SECOND OR 2ND
 OR THIRD OR 3RD OR FOURTH OR 4TH OR FINAL OR PRELIMINARY OR -
 INTERIM)()(QUARTER OR RESULTS) OR QUARTERLY OR ANNUAL()REPORT
 OR (8 OR 10)()(K OR Q) OR 8K OR 8Q OR 10K OR 10Q OR WEBCAST OR
 WEBINAR)
 S25 13 S22 OR S23
 S26 2 S25 NOT (PY> 2000 OR PD= 20001018:20001231)
 S27 1 RD (unique items)

09315748

FOREIGN INVESTORS COUNCIL WHITE BOOK - INVESTMENT CLIMATE IN ROMANIA
ROMANIAN BUSINESS JOURNAL

January 14, 2000

JOURNAL CODE: WRBJ LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 5389

... official request from the company in order to grant the preferential regime. 1.3 Low-value limit As suggested, the low limit for customs that was expressed in ROL (50,000...

... support for existing investors that wish to expand their investments. 2.1.3 Improving the Effectiveness of the SOF. Over the last year, a clear change in the political will to...

... feel that negotiations with the SOF for the acquisition of its share-holdings have been slow and in some cases fruitless, reflecting a lack of commitment by the SOF, unclear responsibilities and inappropriate guidelines on valuation and on other issues. The Government's intention to substantially accelerate privatisation will make a...

... SOF - Increased professionalism, which could be promoted through donor funded training and advisory services. - A deadline for winding up the SOF and passing any remaining state assets to private fund managers...

... report being produced at the end of the control. 2.2 Customs Customs clearance is slow and unnecessarily bureaucratic. There is inconsistent interpretation of legislation/regulations by customs officers, due partly... to customs without the need for a company stamp. - Invoices containing the wording: "zero commercial value" should be acceptable to customs. 2.2.3 Custom bureaucracy. Examples of the bureaucracy are...

... cleared in another point only after obtaining the approval from the Chief Customs officer. - Unnecessary delays occur when temporary imports undergo re-exporting due to minute differences in manifested weights. - Import...

... In absence of swift, smooth and clear permit procedures foreign capital inflows into Romania are delayed or because of frustration - do not take place at all. 2.3.1 Urban certificates...

< removed unnecessary information >

Full text NPL files - 2

? show files;ds;cost;logoff hold
 File 634:San Jose Mercury Jun 1985-2009/Aug 07
 (c) 2009 San Jose Mercury News
 File 610:Business Wire 1999-2009/Aug 14
 (c) 2009 Business Wire.
 File 613:PR Newswire 1999-2009/Aug 14
 (c) 2009 PR Newswire Association Inc
 File 810:Business Wire 1986-1999/Feb 28
 (c) 1999 Business Wire
 File 813:PR Newswire 1987-1999/Apr 30
 (c) 1999 PR Newswire Association Inc
 File 996:Newsroom 2000-2003
 (c) 2008 Dialog
 File 75:TGG Management Contents(R) 86-2009/Jul W2
 (c) 2009 Gale/Cengage
 File 9:Business & Industry(R) Jul/1994-2009/Aug 11
 (c) 2009 Gale/Cengage
 File 13:BAMP 2009/Aug 11
 (c) 2009 Gale/Cengage

Set	Items	Description
S1	1362140	((AFTER OR POST)()(SALE? ? OR PURCHASE) OR PURCHASER OR P- URCHASERS OR BUYER OR BUYERS OR CONSUMER OR CONSUMERS OR SUBS- CRIBER OR SUBSCRIBERS OR CLIENT OR CLIENTS OR CUSTOMER OR CUS- TOMERS OR TECHNICAL OR USER OR USERS)()(SERVICE? ? OR SUPPORT OR CARE OR ASSIST??? OR ASSISTANCE OR HELP))
S2	1362140	((AFTER OR POST)()(SALE? ? OR PURCHASE) OR PURCHASER OR P- URCHASERS OR BUYER OR BUYERS OR CONSUMER OR CONSUMERS OR SUBS- CRIBER OR SUBSCRIBERS OR CLIENT OR CLIENTS OR CUSTOMER OR CUS- TOMERS OR TECHNICAL OR USER OR USERS)()(SERVICE? ? OR SUPPORT OR CARE OR ASSIST??? OR ASSISTANCE OR HELP))
S3	644731	IMPACT OR EFFECT OR AFFECT??? OR EFFECTIVENESS OR INFLUENC- ??? OR CONSEQUEN??? OR EFFECTUALITY OR EFFECTUALNESS OR EFFIC- ACIOUSNESS OR EFFICACY OR RESULT??? OR ROI OR SEQUEL?? OR INF- LUENCE OR CONSEQUENCES OR OUTCOME OR OUTCOMES
S4	61487	FORMULA OR FORMULAS OR FORMULAE OR ALGOR?THM?? OR EQUATION OR EQUATIONS OR COMPUTATION OR COMPUTATIONS OR CALCULATION OR CALCULATIONS
S5	1340531	ORDER OR ORDERS OR SERVICE OR SERVICES OR TASK OR TASKS OR JOB OR JOBS OR GOAL OR GOALS OR ASSIGNMENT OR ASSIGNMENTS OR - PROJECT OR PROJECTS OR OBJECTIVE OR OBJECTIVES OR PRODUCT OR - PRODUCTS OR FUNCTION OR FUNCTIONS OR PRODUCTION
S6	178007	LATE OR DELINQUENT OR TARDY OR UNMET OR UNFILLED OR UNFULF- ILLED OR (UN OR "NOT" OR NON)()(DELIVERED OR FULFILLED OR FIL- LED OR MET OR COMPLETED) OR UNDELIVERED OR UNCOMPLETED OR OVE- RDUE OR (OVER OR PAST)(1W)(DUE OR DEADLINE? ? OR DEAD()LINE? -

?) OR DELAY?? OR LAG OR TIMELAG OR SLOW OR PEND
 S7 833634 TIME OR TIMEFRAME OR DATE OR DAY OR TIMETABLE OR SCHEDULE -
 OR SCHEDULED
 S8 716684 DUE OR FINISH??? OR DELIVERED OR FULFILLED OR FILLED OR MET
 OR COMPLETE OR COMPLETED OR COMPLETION OR DELIVERY OR DELIVE-
 RED OR ACCOMPLISHED OR FINALI?ED OR DONE
 S9 770682 VALUE OR COST OR PRICE OR VALUATION OR WORTH OR CHARGE OR -
 CHARGES OR EXPENSE
 S10 78154 DEADLINE OR DEAD()LINE OR (S7(2N)S8)
 S11 27252 S2(5N)S3
 S12 23063 S5(3N)S6
 S13 36 S9(10N)S10(10N)S12
 S14 0 S4(5N)S13
 S15 0 S11(S)S14
 S16 167 S4(S)S11
 S17 6 S16(S)(S6(S)S9(S)S10)
 S18 1560 S2(S)S3(S)S4
 S19 42 S18(S)S6(S)S9(S)S10
 S20 93 S16(S)(S9 OR S10 OR 12)
 S21 129 S17 OR S19 OR S20
 S22 16 S21 NOT (PY>2000 OR PD=20001018:20001231)
 S23 14 RD (unique items)

23/6/1 (Item 1 from file: 996)
 0131502017 156701Z0
 Data Broadcasting: The Tools and Models Are Changing
 VIA SATELLITE
 Sunday, September 10, 2000
 WORD COUNT: 3,955

23/6/2 (Item 2 from file: 996)
 0130030031 15640XAG
 MONEYLINE; CNNfn
 Moneyline
 Thursday, September 7, 2000
 WORD COUNT: 7,779

23/6/3 (Item 3 from file: 996)
 0057508320 151M083Z
 Letsup 1s be rational about this When firms rationalise their brand
 portfolios, brands should be kept for a number of reasons argues Sean Raw
 BRAND STRATEGY
 Thursday, April 20, 2000
 WORD COUNT: 1,752

23/6/4 (Item 4 from file: 996)

0018534162 14Z511CK

B-Brussels: substation works

Tenders Electronic Daily

Friday, February 4, 2000

WORD COUNT: 1,470

23/6/5 (Item 5 from file: 996)

0017048112 14Z21GZH

Determining inventory levels in a CONWIP controlled job shop.

IIE Transactions

Tuesday, February 1, 2000

WORD COUNT: 7,607

23/6/6 (Item 1 from file: 75)

00178698 SUPPLIER NUMBER: 16926689 (USE FORMAT 7 FOR FULL TEXT)

Navigating the journey to empowerment.

Spring, 1995

WORD COUNT: 7658 LINE COUNT: 00641

23/6/7 (Item 2 from file: 75)

00136366 SUPPLIER NUMBER: 08049130 (USE FORMAT 7 FOR FULL TEXT)

Third annual 1990 directory of human resources services, products and suppliers. (directory)

Jan, 1990

WORD COUNT: 86570 LINE COUNT: 10071

23/6/8 (Item 1 from file: 9)

02044389 Supplier Number: 25544647 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Making Sense of the Internet

January 2000

WORD COUNT: 1711

23/6/9 (Item 2 from file: 9)

01417406 Supplier Number: 23983295

THE CHAIN GANG

August 01, 1997

WORD COUNT: 2877

23/6/10 (Item 3 from file: 9)

01278636 Supplier Number: 23924717 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Sells repair depot to keep focus on service, not manufacturing

June 09, 1997
WORD COUNT: 479

23/6/11 (Item 1 from file: 13)
00684140 Supplier Number: 25544647 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Making Sense of the Internet
January 2000
WORD COUNT: 1711

23/6/12 (Item 2 from file: 13)
00571758 Supplier Number: 24134661 (USE FORMAT 7 OR 9 FOR FULLTEXT)
How the Successful Acquirer Keys On Market Power
January 1998
WORD COUNT: 2874

23/6/13 (Item 3 from file: 13)
00556569 Supplier Number: 23144810 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Navigating the Journey to Empowerment (Part 2 of 2)
Spring 1995
WORD COUNT: 3814

23/6/14 (Item 4 from file: 13)
00540743 Supplier Number: 23871788 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Make Better Schedules
April 21, 1997
WORD COUNT: 2372

23/3,K/6 (Item 1 from file: 75)
DIALOG(R)File 75:TGG Management Contents(R)
(c) 2009 Gale/Cengage. All rts. reserv.

00178698 SUPPLIER NUMBER: 16926689 (USE FORMAT 7 FOR FULL TEXT)
Navigating the journey to empowerment.
Randolph, W. Alan
Organizational Dynamics, v23, n4, p19(14)
Spring, 1995
ISSN: 0090-2616 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 7658 LINE COUNT: 00641
... an all-out effort to get people to increase the level of planning
on projects affecting profitability and customer service.
But after one of the training classes, a district manager said that, while
he saw the value of more planning, he was not going to do more. His
bonus was calculated on a formula that, in effect, included "planning
time" as a negative, reducing the bonus. So who could...

...appreciated his candor, and in the spirit of true information sharing
and change, altered the formula to encourage planning time.

23/3,K/9 (Item 2 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2009 Gale/Cengage. All rts. reserv.

01417406 Supplier Number: 23983295
THE CHAIN GANG
(Sales of supply chain management software are booming as manufacturers
scramble to gain a competitive edge)
Computer Business Review, v 6, n 8, p N/A
August 01, 1997
DOCUMENT TYPE: Journal ISSN: 1350-4665 (United Kingdom)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 2877
TEXT:
...getting the right product to the right place at the right time at the
right price." By taking a broad view of the logistics process, he
says, supply chain management software...

...traditional means of keeping the shelves full - holding vast amounts of
inventory - is simply not cost-effective, especially now when the
life cycle of a product is so much shorter," he...
...no means a new idea. Since the 1980s, manufacturers have sought to
improve efficiency and cost-effectiveness with programs based
on the concepts of MRP (manufacturing resource planning) and 'just-in-time...

< removed unnecessary information >

23/3,K/10 (Item 3 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2009 Gale/Cengage. All rts. reserv.

01278636 Supplier Number: 23924717 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Sells repair depot to keep focus on service, not manufacturing
(Technology Service Solutions sold its Memphis, TN, notebook repair depot
facility while shedding itself of nearly 5% of its workforce)

Computer Reseller News, p 57

June 09, 1997

DOCUMENT TYPE: Journal ISSN: 0893-8377 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 479

TEXT:

...tech are busy developing, marketing and rolling out products," said
Robert Hubbard, vice president of customer support at privately
held Sequel. "By focusing on the support side, we feel we can bring
value to the equation."

Full text NPL files - 3

? show files;ds;cost;logoff hold
 File 15:ABI/Inform(R) 1971-2009/Aug 13
 (c) 2009 ProQuest Info&Learning
 File 16:Gale Group PROMT(R) 1990-2009/Jul 22
 (c) 2009 Gale/Cengage
 File 148:Gale Group Trade & Industry DB 1976-2009/Jul 29
 (c) 2009 Gale/Cengage
 File 160:Gale Group PROMT(R) 1972-1989
 (c) 1999 The Gale Group
 File 275:Gale Group Computer DB(TM) 1983-2009/Jul 16
 (c) 2009 Gale/Cengage
 File 621:Gale Group New Prod.Annou.(R) 1985-2009/Jul 06
 (c) 2009 Gale/Cengage
 File 636:Gale Group Newsletter DB(TM) 1987-2009/Jul 22
 (c) 2009 Gale/Cengage
 File 624:McGraw-Hill Publications 1985-2009/Aug 14
 (c) 2009 McGraw-Hill Co. Inc

Set	Items	Description
S1	2184227	((AFTER OR POST))((SALE? ? OR PURCHASE) OR PURCHASER OR PURCHASERS OR BUYER OR BUYERS OR CONSUMER OR CONSUMERS OR SUBSCRIBER OR SUBSCRIBERS OR CLIENT OR CLIENTS OR CUSTOMER OR CUSTOMERS OR TECHNICAL OR USER OR USERS)((SERVICE? ? OR SUPPORT OR CARE OR ASSIST??? OR ASSISTANCE OR HELP))
S2	2184227	((AFTER OR POST))((SALE? ? OR PURCHASE) OR PURCHASER OR PURCHASERS OR BUYER OR BUYERS OR CONSUMER OR CONSUMERS OR SUBSCRIBER OR SUBSCRIBERS OR CLIENT OR CLIENTS OR CUSTOMER OR CUSTOMERS OR TECHNICAL OR USER OR USERS)((SERVICE? ? OR SUPPORT OR CARE OR ASSIST??? OR ASSISTANCE OR HELP))
S3	1067215	IMPACT OR EFFECT OR AFFECT??? OR EFFECTIVENESS OR INFLUENCE??? OR CONSEQUEN??? OR EFFECTUALITY OR EFFECTUALNESS OR EFFICACIOUSNESS OR EFFICACY OR RESULT??? OR ROI OR SEQUEL?? OR INFLUENCE OR CONSEQUENCES OR OUTCOME OR OUTCOMES
S4	109863	FORMULA OR FORMULAS OR FORMULAE OR ALGOR?THM?? OR EQUATION OR EQUATIONS OR COMPUTATION OR COMPUTATIONS OR CALCULATION OR CALCULATIONS
S5	2156475	ORDER OR ORDERS OR SERVICE OR SERVICES OR TASK OR TASKS OR JOB OR JOBS OR GOAL OR GOALS OR ASSIGNMENT OR ASSIGNMENTS OR - PROJECT OR PROJECTS OR OBJECTIVE OR OBJECTIVES OR PRODUCT OR - PRODUCTS OR FUNCTION OR FUNCTIONS OR PRODUCTION
S6	289670	LATE OR DELINQUENT OR TARDY OR UNMET OR UNFILLED OR UNFULFILLED OR (UN OR "NOT" OR NON)((DELIVERED OR FULFILLED OR FILLED OR MET OR COMPLETED) OR UNDELIVERED OR UNCOMPLETED OR OVERDUE OR (OVER OR PAST)(1W)(DUE OR DEADLINE? ? OR DEAD()LINE? - ?) OR DELAY?? OR LAG OR TIMELAG OR SLOW OR PEND
S7	1332984	TIME OR TIMEFRAME OR DATE OR DAY OR TIMETABLE OR SCHEDULE -

OR SCHEDULED

S8 1159807 DUE OR FINISH??? OR DELIVERED OR FULFILLED OR FILLED OR MET
OR COMPLETE OR COMPLETED OR COMPLETION OR DELIVERY OR DELIVE-
RED OR ACCOMPLISHED OR FINAL?ED OR DONE

S9 1296997 VALUE OR COST OR PRICE OR VALUATION OR WORTH OR CHARGE OR -
CHARGES OR EXPENSE

S10 101457 DEADLINE OR DEAD()LINE OR (S7(2N)S8)

S11 47296 S2(5N)S3

S12 36370 S5(3N)S6

S13 72 S9(10N)S10(10N)S12

S14 0 S4(5N)S13

S15 0 S11(S)S14

S16 251 S4(S)S11

S17 1 S16(S)S6(S)S9(S)S10

S18 15 S2(S)S3(S)S4(S)S6(S)S9(S)S10

S19 97 S16(S)(S6 OR S9 OR S10)

S20 113 S17 OR S18 OR S19

S21 40 S20 NOT (PY> 2000 OR PD= 20001018:20001231)

S22 32 RD (unique items)

22/6/1 (Item 1 from file: 15)
02527249 115725071 ** USE FORMAT 7 OR 9 FOR FULL TEXT**
The Bertelsmann International Network of Public Libraries A model of public
library cooperation on an international scale
1999
WORD COUNT: 3026

22/6/2 (Item 2 from file: 15)
01747797 03-98787
A multi-depot period vehicle routing problem arising in the utilities sector
Dec 1998 LENGTH: 10 Pages

22/6/3 (Item 3 from file: 15)
01613864 02-64853 ** USE FORMAT 7 OR 9 FOR FULL TEXT**
Customer evaluations of service complaint experiences: Implications for
relationship marketing
Apr 1998 LENGTH: 17 Pages
WORD COUNT: 10509

22/6/4 (Item 4 from file: 15)
01613806 02-64795 ** USE FORMAT 7 OR 9 FOR FULL TEXT**
The relative importance of logistics and marketing customer service: A
strategic perspective
1998 LENGTH: 16 Pages
WORD COUNT: 5639

22/6/5 (Item 5 from file: 15)
01436452 00-87439 ** USE FORMAT 7 OR 9 FOR FULL TEXT**
Notebook growth overwhelms TSS
Jun 9, 1997 LENGTH: 2 Pages
WORD COUNT: 500

22/6/6 (Item 6 from file: 15)
01218371 98-67766
A field service support system using a queueing network model and the
priority MVA algorithm
Apr 1996 LENGTH: 9 Pages

22/6/7 (Item 7 from file: 15)
01035216 96-84609 ** USE FORMAT 7 OR 9 FOR FULL TEXT**
Ready, willing, & able
May 1995 LENGTH: 5 Pages
WORD COUNT: 2067

22/6/8 (Item 8 from file: 15)
00899482 95-48874 ** USE FORMAT 7 OR 9 FOR FULL TEXT**
Information technology: Increasing productivity in services Executive commentary
Aug 1994 LENGTH: 24 Pages
WORD COUNT: 11768

22/6/9 (Item 9 from file: 15)
00848110 94-97502 ** USE FORMAT 7 OR 9 FOR FULL TEXT**
Downsizing to improve strategic position
1994 LENGTH: 8 Pages
WORD COUNT: 5140

22/6/10 (Item 10 from file: 15)
00747463 93-96684
Take stock of your storage requirements
Feb 1993 LENGTH: 2 Pages

22/6/11 (Item 11 from file: 15)
00643946 92-58886 ** USE FORMAT 7 OR 9 FOR FULL TEXT**
Electrical Retailing in the 1990s: Towards a New Retail Formula
May/Jun 1992 LENGTH: 9 Pages
WORD COUNT: 4761

22/6/12 (Item 12 from file: 15)
00419640 88-36473
ATMs and Profit: It Can Be Automatic
May 1988 LENGTH: 4 Pages

22/6/13 (Item 13 from file: 15)
00410970 88-27803
Software Reviews
1988 LENGTH: 4 Pages

22/6/14 (Item 14 from file: 15)
00206768 83-18329
Health Claims Administration: Is Computerization the Answer?
Jun 1983 LENGTH: 8 Pages

22/6/15 (Item 15 from file: 15)
00179225 82-20786
POS: Potential-Operations-Streamlining
Jun/Jul 1982 LENGTH: 5 Pages

22/6/16 (Item 16 from file: 15)
00172202 82-13763
Mini-Based System Fires Up Firm's Productivity
May 10, 1982 LENGTH: 1 Pages

22/6/17 (Item 1 from file: 16)
07045544 Supplier Number: 57792631 (USE FORMAT 7 FOR FULLTEXT)
ENERGY CONSULTATIVE COMMITTEE: MAY 27 PLENARY MEETING FOCUSES ON MARKET
LIBERALISATION.
June 11, 1999
Word Count: 8583

22/6/18 (Item 2 from file: 16)
06255456 Supplier Number: 54301293 (USE FORMAT 7 FOR FULLTEXT)
NOTEBOOK.(Company Financial Information)
April 5, 1999
Word Count: 2269

22/6/19 (Item 3 from file: 16)
05919760 Supplier Number: 53152366 (USE FORMAT 7 FOR FULLTEXT)
Celerity Expands Demand Forecasting Capabilities of Its Supply Chain

Solution Through a "STAR" Alliance With ALT-C Systems, Inc.

Nov 2, 1998

Word Count: 716

22/6/20 (Item 4 from file: 16)

05395595 Supplier Number: 50356496 (USE FORMAT 7 FOR FULLTEXT)

Work management project saves money

Nov, 1997

Word Count: 566

22/6/21 (Item 5 from file: 16)

05075983 Supplier Number: 47451714 (USE FORMAT 7 FOR FULLTEXT)

Notebook growth overwhelms TSS: Sells repair depot to keep focus on
service, not manufacturing

June 9, 1997

Word Count: 501

22/6/22 (Item 6 from file: 16)

03491880 Supplier Number: 44882858 (USE FORMAT 7 FOR FULLTEXT)

ELECTRICAL ENERGY MANAGEMENT INITIATIVES AT THE AVENOR THUNDER BAY AND
DRYDEN MILLS

August, 1994

Word Count: 1873

22/6/23 (Item 1 from file: 148)

12138895 SUPPLIER NUMBER: 60964044 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Determining inventory levels in a CONWIP controlled job shop.

Feb, 2000

WORD COUNT: 6539 LINE COUNT: 00625

22/6/24 (Item 2 from file: 148)

10161643 SUPPLIER NUMBER: 20122192 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Work management project saves money.(Los Angeles Department of Water and
Power implements information system)

Nov, 1997

WORD COUNT: 606 LINE COUNT: 00054

22/6/25 (Item 3 from file: 148)

08216735 SUPPLIER NUMBER: 17405158 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Benchmarking DSPs. (digital signal processors)(Signal Path)(Column)

Sep 25, 1995

WORD COUNT: 578 LINE COUNT: 00050

22/6/26 (Item 4 from file: 148)
07885822 SUPPLIER NUMBER: 16926689 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Navigating the journey to empowerment.
Spring, 1995
WORD COUNT: 7807 LINE COUNT: 00651

22/6/27 (Item 5 from file: 148)
05143232 SUPPLIER NUMBER: 10613035 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Measuring the bottom line impact of decision support systems. (Decision
Support Systems) (Cover Story)
Spring, 1991
WORD COUNT: 2772 LINE COUNT: 00231

22/6/28 (Item 6 from file: 148)
04160465 SUPPLIER NUMBER: 08018044 (USE FORMAT 7 OR 9 FOR FULL TEXT)
The night the lights went out in Georgia: a whimsical look at a very common
problem - disaster recovery planning.
Dec, 1989
WORD COUNT: 1245 LINE COUNT: 00101

22/6/29 (Item 1 from file: 275)
02132811 SUPPLIER NUMBER: 20101043 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Should information technology be more reliable? (Editor on the Go)
(Technology Information)(Editorial)
Dec, 1997
WORD COUNT: 905 LINE COUNT: 00073

22/6/30 (Item 2 from file: 275)
01451448 SUPPLIER NUMBER: 11270693 (USE FORMAT 7 OR 9 FOR FULL TEXT)
President's letter. (Association for Computing Machinery, membership) (column)
Sept, 1991
WORD COUNT: 1729 LINE COUNT: 00143

22/6/31 (Item 1 from file: 621)
01305662 Supplier Number: 45816069 (USE FORMAT 007 FOR FULLTEXT)
Yankee Energy announces workforce reduction.
Sept 27, 1995
Word Count: 453

22/6/32 (Item 1 from file: 624)
00895482
FIXED-PRICE OPTION MUST BE OFFERED STARTING DEC. 1, N.Y. PSC TELLS LDCs
October 24, 1997
WORD COUNT: 833

22/3,K/3 (Item 3 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01613864 02-64853

Customer evaluations of service complaint experiences: Implications for relationship marketing

Tax, Stephen S; Brown, Stephen W; Chandrashekar, Murali

Journal of Marketing v62n2 PP: 60-76 Apr 1998

ISSN: 0022-2429 JRNL CODE: JMK

WORD COUNT: 10509

...TEXT: an apology. The importance of the apology suggests that restitution is not just for economic cost, but also for emotional costs. This finding is consistent with the view that distributive justice...

...equity (Walster, Berscheid, and Walster 1973). There is also some evidence that customers include the cost of complaining associated with interactional and procedural issues in their calculation of outcome fairness. Finally, complaints left unresolved universally were considered unfair, which challenges the results of prior research (Technical Assistance Research Program 1986).

22/3,K/4 (Item 4 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01613806 02-64795

The relative importance of logistics and marketing customer service: A strategic perspective

Emerson, Carol J; Grimm, Curtis M

Journal of Business Logistics v19n1 PP: 17-32 1998

ISSN: 0735-3766 JRNL CODE: JBL

WORD COUNT: 5639

...TEXT: greater importance of the item. The eight items included four from logistics (percentage of order filled, order cycle-time consistency, accuracy of orders shipped, and order status information) and four from marketing (terms of...

...representing marketing customer service were subtracted from the sum of the four items representing logistics customer service. Thus, when the resulting coefficient is positive, logistics customer service is greater than marketing customer service. When the coefficient is negative, marketing customer service is greater than logistics customer service. This number was used as the dependent variable in equation 1. Table I provides the average point distribution across the eight customer service elements.

22/3,K/15 (Item 15 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2009 ProQuest Info&Learning. All rts. reserv.

00179225 82-20786
POS: Potential-Operations-Streamlining
Legel, Donald
Retail Control v50n9 PP: 53-57 Jun/Jul 1982
ISSN: 0034-6047 JRNL CODE: REC
...ABSTRACT: In retailing, POS systems are designed to minimize operator effort in entering transaction information. The results are improved customer service through faster checkout times and fewer calculation errors. The cost of POS systems continues to decrease due to new technology. Drastic savings in operating costs...

22/3,K/27 (Item 5 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c) 2009 Gale/Cengage. All rts. reserv.

05143232 SUPPLIER NUMBER: 10613035 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Measuring the bottom line impact of decision support systems. (Decision Support Systems) (Cover Story)
Robinson, Mark
Information Executive, v4, n2, p28(5)
Spring, 1991
DOCUMENT TYPE: Cover Story ISSN: 1041-9098 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 2772 LINE COUNT: 00231
... held constant. Similarly, if a sales support system is implemented which enhances the efficiency and effectiveness of the sales rep, customer service rep, service engineer, and marketing support team by 20 percent, then this will result in a 2.5 percent (15 percent x 20 percent) increase in product value.
DSS Performance Measurement
The previous sections describe a technique for measuring knowledge worker performance in...

V. Additional Resources Searched

Searches were conducted in two template files not accessible through DIALOG, Financial Times and the Internet and Personal Computing Abstracts, but there were no good results.